

# Position Description

## Regional Clinical Support Manager

### Company Overview:

Heritage Lifecare is a provider of Residential Aged Care Facilities throughout New Zealand. We aim to add value and enhance performance for all those in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families/ Whānau and staff.

Our pursuit of excellence comes from the things we value the most:

- **Integrity** – we are trustworthy, honest and ethical
- **Respect and Value** – we strive to show deep respect and consideration to all
- **Commitment** – we are dedicated to providing superior care
- **Effective** – we are driven to produce exceptional results
- **Efficient** – we strive for excellence through efficient work habits

### Position Overview:

To support the clinical activities within a region. To provide clinical coaching, mentoring and support to the Clinical Services Managers, Care Home Managers, Registered Nurses (RNs) and other clinical staff; including to the Regional Managers.

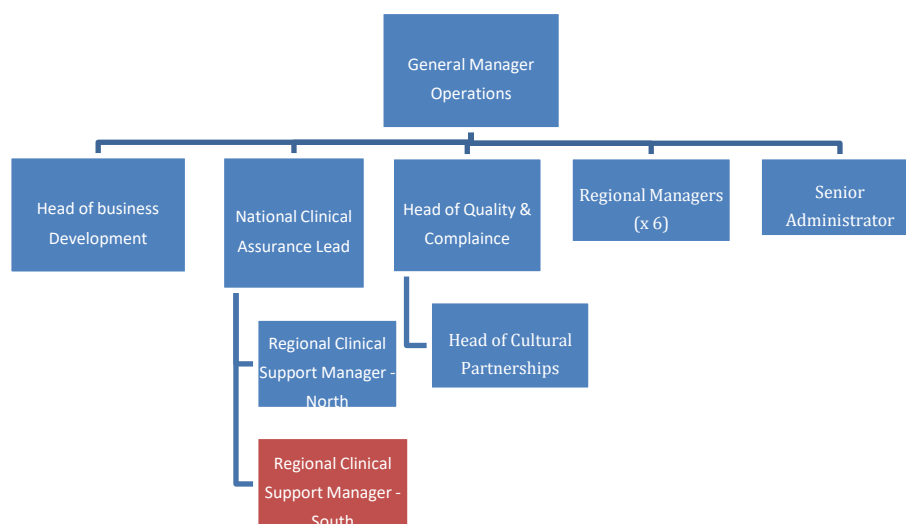
### Reports to:

Head of Resident Care

### Functional Relationships:

Care Home Manager(s)  
Clinical Services Manager(s)  
Registered Nurses  
Regional Managers  
Support Office Teams  
Wider employee network

### Team Structure:



## Key Accountabilities:

### Clinical Leadership

- Support the induction and orientation of Clinical Services Managers – ensure they are aware of the Heritage Lifecare Quality Management System, clinical policies and escalation processes.
- Build expertise in the Clinical Services Managers with regard to clinical indicator capture, analysis, and corrective actions.
- Provide advice to the Clinical Services Managers with regard to clinical incidents and care.
- Develop and provide input into development of clinical education and training packages.
- Provide expert input and advice for clinical policies as required.
- Support Care Homes in the absence of a manager or clinical services manager.
- Support homes who require higher levels of input due to clinical incidents, audits or complaints.

### Quality Management

- **Quality Management** – oversight of various activities to ensure care and services are delivered in a consistent manner – focus on consumer satisfaction
- **Quality Assurance** – assist with development and ongoing revision of quality management system – including clinical policies
- **Quality Control** – provision of objective assessment of practices and outcomes to report against the metrics in critical aspects of care and service; identify and report areas of risk; guide continuous improvement

### Continuous Improvement

- **Continuous Improvement** – supports care home managers and clinicians to identify opportunities for improvement that go beyond basic compliance. Requires an understanding of causation factors and the ability to identify appropriate evidence-based strategies
- **Clinical Governance** – coaches and supports clinicians and managers to understand and maintain accountability for their contribution to the safety and quality of care delivered to our residents. Provides independent oversight of the effectiveness of implementation of the Clinical Governance Framework and Facility Based Programme
- **Education, Expertise and Advice** – provides education, expertise and advice to care home staff regarding issues such as best practice, risk management, infectious outbreaks, and clinical competence. Orientation of CSMs to quality systems
- **Innovation** – Establishes evidence-based practice through research of credible best practice guidelines. Able to lead innovative approaches that are appropriate. Shares best practices across multiple sites

### Champion Best Practice Clinical Care, Quality and InterRAI

- Ensures adherence to clinical best practice and the HLL quality systems
- To monitor Heritage Lifecare facilities to ensure they are achieving the KPIs and clinical indicator targets that have been set.
- To provide reports of this data analysis to a range of stakeholders
- To analyse and interpret data from the e-Case database for each Heritage Lifecare aged care facility including monthly and quarterly reports and to benchmark this data against other Heritage Lifecare Care Homes.
- To assist CSMs monitor LTCF interRAI assessments at each Heritage Lifecare facility with a view to identifying residents whose health is declining and whose level of care is likely to change within the next month. To ensure a LTCF interRAI reassessment is completed for these residents.
- Undertakes facility health checks with the Regional Managers for the Care Homes within their geographic region
- Develops and monitors corrective action plans that have been developed to address shortfalls in service delivery following internal facility health checks, external audits and as a result of complaint investigations

- Assists the CHM, CSM, Operations and Quality teams undertake complaint investigations and assists with writing up of the complaint investigation report(s).
- Support clinical staff in using and understanding eCase.
- Undertakes regular audits of eCase Care Canvas to monitor the accuracy and currency of the resident information in the eCase Care Canvas for the Care Homes within their geographic region

### Clinical Projects

- Leads and has involvement with clinical projects designed to improve clinical outcomes for residents and their families, creates efficiency and cost savings for the organisation.
- Prepares business cases where necessary to support purchase of clinical equipment or services to improve the resident experience or outcomes.

### Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a manager of people, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

### Financial Authority

None

### Person Specification

#### Essential skills, knowledge and experience

- Strong understanding of interRAI principles and experience with ecase
- Ability to interpret data and design
- High level of knowledge and proficiency to support and mentor clinical teams
- Strong communication skills with the ability to communicate well with all levels of the organisation as well as with outside parties.
- Annual Practicing Certificate
- Valid Driver's Licence

**Desirable skills, knowledge and experience**

- Understanding of Nga Paerewa Health and Disability Services Standard NZ8134:2021
- Mentoring and / or education experience
- Experience in the Aged or Primary Care sector
- US 8086 Quality Auditing

## Core Competencies

<b>Trusted Partner</b>	Values and builds long term relationships, puts the clients interests in front of their own, is genuinely interested in their client and their business challenges, works hard to understand the clients strategy and approach not just surface wants. Is reliable – does what they say they will do. Develops and maintains credibility, is genuinely passionate and enthusiastic whilst maintaining authenticity.
<b>Driving for Results</b>	Setting high goals for personal and group accomplishment; using measurement methods to monitor progress toward goals; tenaciously working to meet or exceed goals while deriving satisfaction from that achievement and continuous improvement.
<b>Tenacity</b>	Distinguishes between challenging circumstances and those that are exploitive / dangerous / illegal actions. Addresses difficulties and draws skills, knowledge and understanding to find solutions to problems. Ensures that setbacks and challenges inform the review and evaluation processes. Recognises all peoples learning and contribution to feedback. Maintains an energetic and focused approach to new or repeated challenges.
<b>Business Acumen</b>	Displays a keenness and quickness in understanding and dealing with a "business situation" in a manner that is likely to lead to a good outcome. Uses their approach to improving financial performance and leadership development.
<b>Deal with Ambiguity</b>	Anticipates impact of change; plans how to shift gears Uses ingenuity to compensate without having the total picture. Rises to the challenge, accepting risk and uncertainty as normal. Accepts change in job requirement, schedules, or work environments as part of job. Adaptable with the unknown
<b>Thought Leadership</b>	Using your knowledge of your business environment, use past experiences, relevant literature, best practise, marketing leading approaches and unconventional results which have driven success, come up with winning ideas, and create innovative solutions to solve existing and new business challenges.
<b>Courage</b>	Display professional courage by seeking feedback and listening, say what really needs to be said in a professional manner, communicate openly and frequently, embrace change, make decisions and move forward, give credit to others and hold yourself and where appropriate others accountable.
<b>Transfer skills to Business</b>	Is able to learn from past experiences across a variety of different industries, organisations and circumstances and can appropriately identifies transferable skills for their current role/ project / situation to add value and achieve a positive outcome for the business.
<b>Facilitating Change</b>	Encouraging others to seek opportunities for different and innovative approaches to addressing problems and opportunities; facilitating the implementation and acceptance of change within the workplace.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.*