



HERITAGE LIFECARE

Position Description

Unit Coordinator

Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside 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 and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values:

- **People First - Kia tika te rere o te waka**
Enhance the health, safety, and wellbeing of our people
- **Nurturing Success - Poipoia te angitu**
Seize opportunities and experiences every day in every moment
- **Better Together - He toa takitini**
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

To provide high level clinical leadership and support to clinical and care staff. To spend time on the floor undertaking clinical duties whilst supporting the Clinical Manager where necessary.

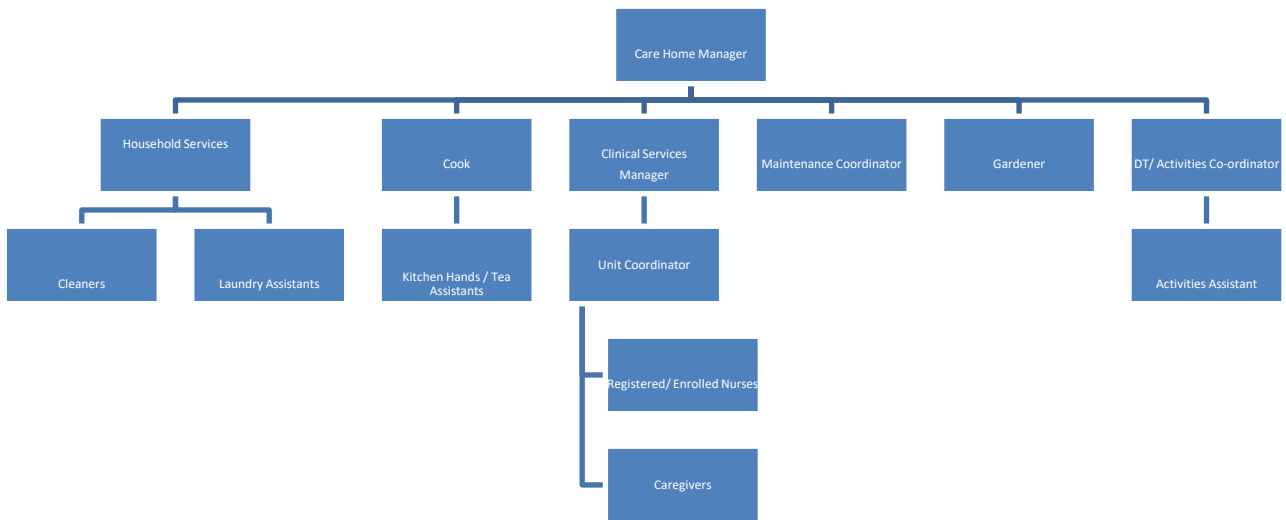
Reports to:

Clinical Services Manager

Functional Relationships:

Care Home Manager
All staff of Care Home
Residents/ Relatives/ Visitors
Allied Health Professionals
Medical Practitioners
Assessment Agencies
Volunteers
Quality Team
Operations Manager

Generic Team Structure:



Key Accountabilities:

| Key Tasks: | Performance Standards: |
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| 1. Provide leadership and clinical supervision to all clinical and care staff. | Clinical and care staff are supported and assisted to ensure that optimal care is provided to residents within the facility All clinical care provided to residents is based on correct best practice Clinical practice is delivered as per the facility's policy and procedures Deficiencies in staff skill and competency levels are identified and corrective action or education programmes put in place to remedy this Best practice knowledge is kept up to date |
| 2. Assist and support the Clinical Services Manager in the effective management of the facility. | Leadership/Management of the facility is assumed in the absence of the Clinical Services Manager Rostering is undertaken which includes appropriate use of clinical staff to maximise resident care and safety Extensive knowledge of relevant legislation and Codes of Practice (Health and Disability Sector Standards, Code of Rights etc) is demonstrated – knowledge of ARCC contract is required Admission enquiries and prospective clients are managed appropriately Facility administration processes are completed as directed or when Clinical Services Manager is absent Assume additional responsibilities as required – Infection Control Officer, Restraint Co-ordinator |
| 3. The Unit Co-Ordinator is actively involved in the facility quality and risk management programme. | Leadership and initiative in identifying opportunities for quality activities and improvement is demonstrated Quality Plans are developed in conjunction with clinical and care staff and management staff within the facility Collection, analysis and evaluation of clinical/incident statistic information is completed as per quality and risk management programme |

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| <p>4. Monitor the provision of care to residents to ensure the highest standards are achieved and maintained and meets contractual and best practice requirements.</p> | <p>All admissions to the facility are managed as per the facility's policy Any outstanding clinical needs are identified and plans put in place to manage these Close liaison with referrers is established and maintained to ensure there is excellent exchange of clinical information Effective, professional relationships are established and maintained with health professionals involved in residents care Coordinates resident reviews as per resident needs, legislative and contractual requirements including multi-disciplinary review Ensures systems are in place to keep family/whānau and significant others fully informed of any issues relating to clinical care Individualised care plans are developed in accordance with assessed needs, using evidence-based tools Any changes to care which result from changes in best practice are discussed in detail with the Facility Manager and Care Team</p> |
| <p>5. Co-ordinate the provision and use of supplies within the facility.</p> | <p>Active involvement in control of the clinical supplies budget Ensure there are adequate supplies available for the delivery of care within the allocated budget</p> |
| <p>6. Provide oversight of all resident clinical records and recordings to ensure they meet organisational, legislative and contractual requirements.</p> | <p>Clinical records are maintained to a high standard with appropriate documentation in place Clinical files of discharged and deceased residents are managed within legislative and the facility's policy requirements</p> |
| <p>7. Participate in the implementation of an effective education programme.</p> | <p>Education needs are identified Education programmes developed based on core education contractual requirements and as clinical care dictates Expert clinical knowledge base is maintained Staff undergoing training and education programmes are assisted in completing these Staff access training to meet needs of the facility and staff development goals (e.g. Certificate in care of older person, safe lifting, First Aid, infection control, emergency procedures)</p> |
| <p>8. Demonstrate commitment to the provision of a safe environment for residents and staff.</p> | <p>Leadership in all aspects of workplace safety and health is demonstrated All legislative requirements are met at all times All staff adhere to safe work practices All incidents, staff accidents and identified hazards are recorded and reported and evaluated to eliminate / minimise reoccurrence Take active responsibility for new staff to participate in a formal orientation programme</p> |

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| 9. | Other Duties | Any other task as reasonably requested by Heritage Lifecare |
| 10. | Follows policies and procedures of the facility in all matters | Is familiar with all the policies and procedures and knows where to find them Uses correct procedures as outlined in the manuals Is familiar with the Code of Conduct |

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 supervisor 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

Nil

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