

**LHI Retirement Services  
Position and Person Specification**

***“Achieving Service Excellence by Valuing People”***

*The core value that underpins all that we do at LHI is “Valuing People within a Christian Environment”*

*We embrace innovation and team work to ensure that the Resident is always at the centre of all that we do.*

*We will continually strive for service excellence*

***Our Vision***

*To provide a Christian environment in which to serve our community through leadership and excellence.*

***Our Mission***

- |                           |   |
|---------------------------|---|
| <b>Care:</b>              | <i>To provide our aged community with quality care services regardless of circumstances</i> |
| <b>Accommodation:</b>     | <i>To provide facilities that meet our aged community's needs.</i>                          |
| <b>People:</b>            | <i>To value, respect and develop the contribution of all our aged community members.</i>    |
| <b>Alliances:</b>         | <i>To build partnerships to facilitate the delivery of services to our aged community.</i>  |
| <b>Community Service:</b> | <i>To encourage, assist and develop programmes for the aged in our community.</i>           |

- 1. Position Title:** Quality and Education Coordinator
- 2. Classification:** Registered Nurse/Clinical Nurse
- 3. Award:** LHI Retirement Services Nursing Staff (Aged Care) Enterprise Agreement 2015
- 4. Reporting / Working relationships:**  
Reports to the General Manager RCH (GM) and works with all employees within the Residential Care Home.
- 5. Position Objectives:**
  - In collaboration with the GM assess quality initiatives and outcomes by evaluating audit results, comments and suggestions and incidents.
  - To support and foster the learning environment by planning and delivering education for Employees as identified by the Management team and providing oversight for students on placement at the RCH.
  - To provide support to the GM in the application of LHI's Work Health & Safety system at the site.
  - To be a role model and leader in supporting and affirming the service excellence culture, vision and mission of LHI.
  - Identify and encourage opportunities for improvement in the delivery of services to the Residents, oversee the continuous Improvement program in consultation with the GM.
  - Comply with and support employees to meet the work directives, Policies & Procedures, and Standard Operating Procedures of LHI.

- Comply with and support the requirements of the Work Health & Safety Act 2012 (SA), to ensure a safe workplace for self and others.
- Demonstrate responsible and thoughtful use of all resources; being mindful of the costs of consumable items and the impact of their use on the environment.

**6. Key responsibilities / Duties:**

- Quality Improvement
- Learning and Development
- Audit and Reporting
- Customer Service
- Workplace Health and Safety

Quality Improvement	<ul style="list-style-type: none"> <li>• To ensure Best Practice standards are applied and audits are conducted in line with the scheduled program.</li> <li>• Participate as an active member of the leadership team to ensure quality initiatives are focussed on positive outcomes for Residents and completed within planned time lines.</li> <li>• Responsible for the monitoring and updating of the home's Continuous Improvement Plan in consultation with the GM</li> <li>• Work together with the Management team to ensure Accreditation Standards are met</li> <li>• Participate as an active member of the LHI Clinical Governance Team, participating in review of Policies and SOPs as required</li> <li>• Promote a 'risk management' approach in the management of Resident related incident trending.</li> <li>• Promotion of an inclusive environment that Perform work in accordance with LHI's organisational policy, processes and standard operation procedures</li> <li>• Conduct improvements to work processes that is consistent with organisational policy</li> </ul>
Learning and Development	<ul style="list-style-type: none"> <li>• Responsible for conducting training needs analysis for the site employees</li> <li>• Develop training programs and calendars based on staff training needs analysis, site incidents and trends and feedback.</li> <li>• Contribute to the education of staff by oversight of external training programs and the delivery of internal education sessions as required, tracking completion rates.</li> </ul>

	<ul style="list-style-type: none"> <li>• Oversee Mandatory training compliance for all employees in the RCF.</li> <li>• Oversee the site orientation program and mentor and develop care staff (RN, EN and Carers) in care provision and provide support to new staff and students.</li> <li>• Responsible for student placement compliance within the home.</li> </ul>
Audits and Reporting	<ul style="list-style-type: none"> <li>• Oversee the residential QPS Benchmarking program including audit completion and submission of data for benchmarking within designated timeframes</li> <li>• Present data and analysis of audit information at relevant committee meetings with recommendations for quality improvements to the GM.</li> <li>• Ensure timely completion of reports to management.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>• Identify the needs of internal and external consumers and develop strategies to meet their needs</li> <li>• Evaluate the delivery of customer service</li> <li>• Attend resident committee meetings as required</li> <li>• Utilize customer feedback to drive improvements</li> </ul>
Quality Improvement	<ul style="list-style-type: none"> <li>• Perform work in accordance with LHI's organisational policy, processes and standard operation procedures</li> <li>• Communicate improvement opportunities to relevant party</li> <li>• Conduct improvements to work processes that is consistent with organisational policy</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Supervising your areas of responsibility to ensure full compliance with LHI's WHS policy.</li> <li>• The health and safety of yourself and the workers that you supervise, and for Residents, members of the public, and any other persons who are in your area of operation.</li> <li>• Providing information, instruction, training and supervision, and ensure staff are safe from injury and risk to health.</li> <li>• Providing appropriate personal protective equipment and ensure that it is properly used.</li> <li>• Ensuring the provision of effective emergency facilities and procedures.</li> </ul>

**7. Person Specification:**

*Qualifications, experience, skills, knowledge required to fulfil the requirements of this position.*

**(i) Essential Minimum Requirements:**

*(Those characteristics considered absolutely necessary)*

**Qualifications:**

Registered Nurse and hold a current practicing certificate with AHPRA.

Certificate IV in Training and Assessment.

**Skills / Experience / Knowledge:**

- Passion and commitment to Aged Care and quality outcomes for Residents
- Experienced Aged Care Registered Nurse
- Certificate in Training and Assessment
- Proven leadership and management skills
- Sound interpersonal and communication skills – written and verbal
- Competent clinician, with a sound understanding of policies and procedures
- Highly committed to ongoing professional development
- Ability to lead and work collaboratively with a diverse range of people.
- Effective time management skills
- Sound problem solving and analytical thinking skills.
- Proven ability to manage pressure and competing demands.
- Intermediate Computer Skills
- Support the Christian Philosophy of LHI.

**(ii) Desirable Qualifications or Skills:**

*(Those characteristics considered enhancing to the position requirements.)*

- Post Graduate qualifications: gerontology, palliative care, mental health.
- Management qualification