

Position Description – AN-ACC and Consumer Care Co-ordinator

Position	AN-ACC and Consumer Care Co-ordinator
Classification	Registered Nurse or Enrolled Nurse, classification dependent on qualifications and relevant experience
Award	Nurses and Midwives (Victorian Public Sector) Single Interest Employer Enterprise Agreement 2024-2028
Reports to	Nurse Unit Manager
Direct reports	NA
Key relationships	All team members, consumers, family members, carers, General Practitioners, Allied Health professionals, LINK nurses, Executive Manager Clinical Services.
Hours of Work	As per individual contract of employment

About Rural Northwest Health

Rural Northwest Health employs approx. 300 team members across the campuses of Warracknabeal, Beulah and Hopetoun.

Rural Northwest Health is focused on caring and supporting people to be healthy and living a full life. Our organisation is committed to delivering our strategic goals for 2020 - 2025:

- Our care – we will focus on safety, quality and accessibility in delivering healthcare across our community.
- Our team – we will focus on our culture, skilling our team and ensure we have effective and fit for purpose systems to make RNH an impactful and progressive organization.
- Our partnerships – we will focus on collaboration both within and beyond the healthcare sector to meaningfully engage with our communities.

OUR VISION

Strong, healthy, vibrant rural communities.

OUR MISSION

To promote wellness, enhance health, and support healthy ageing.

WHAT DEFINES US



We are committed to excellence



We listen and collaborate



We are caring and connected



We are friendly and enjoy our work



We are lifelong learners

Position summary

The AN-ACC and Consumer Care Co-ordinator works in partnership with the Nurse Unit Manager (NUM) to provide a high level of care to residential care consumers and is responsible for ensuring documentation reflects actual care provided, thereby maximizing AN-ACC funding. The AN-ACC and Consumer Care Co-ordinator is responsible for checking all documentation and the general health of

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the consumer, ensuring any clinical indicators that require discussion with the NUM and appropriate others involved in care, particularly when there is a change in the resident's care needs. The AN-ACC and Consumer Care Co-ordinator acts as a professional in providing high-quality, evidence-based care to the resident. The AN-ACC and Consumer Care Co-ordinator works in conjunction with resident's family to ensure the care plan is beneficial to the resident.

Key responsibilities

- Support the care team to ensure that appropriate care is delivered to consumers, is evidence based, safe and high quality in line with policies and procedures.
- Liaise with Nurse Unit Manager (NUM).
- Check assessment information for consumers is updated in iCare, and update any changes to the next of kin.
- Responsible for updating the assessments completed by team members and care plans for consumers.
- Completes the case conference documents prior to Consumer Care discussion.
- Liaises with families to discuss care plan updates for the consumer.
- Review general health of the resident by checking progress notes, iCare documentation, medication, and observation charts to establish a care plan that reflects the current needs of the consumer.
- High attention to detail in document management and data entry.
- Provide coaching, education and training to the care team on AN-ACC.
- Provide effective leadership to ensure care documentation reflects care needs and legislative requirements.
- Provide regular reports to the Aged Care Management team as necessary.
- Liaise with external agencies as required.
- Attending regular training and professional development pertinent to the role.
- Maintains a scheduled plan to request reassessment when resident care needs changes and an upgrade is required.
- Liaises with the Clinical Services Executive Manager routinely regarding AN-ACC matters.
- Establishes relationships with care staff to harness co-operation and a commitment to accurate and clear documentation.
- Liaison with GPs, and other allied health personnel where required to ensure relevant documentation and diagnosis are supplied as applicable.

Key position accountabilities

Leadership, Communication and Stewardship

- Works collaboratively with health care team members to deliver a high standard of care.
- Work within scope of practice.

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- Promote a collaborative team approach to person-centered care through effective communication., consultation and co-operation with consumers, families and all members of the health care team.
- Respond to clinical changes in the resident’s condition through discussion with team members and the NUM for follow-up and action.
- Participate in meetings and working parties as designed and actively contribute to the overall safety, care and wellbeing of consumers.
- Lead and support the team to maximise AN-ACC funding in Yarriambiack Lodge and Hopetoun Aged Care.
- Maintain practice within framework established by legislation, national and state policy.
- Understand, comply with and adhere to Rural Northwest Health guidelines, principles, policies and procedures.
- Ensure compliance with Aged Care Quality Standards and achievement of accreditation.
- Influences other team members to bring their best by providing encouragement and being thankful.
- Speaks with others respectfully and in a way they can understand.
- Recognises when a person has communication needs beyond own skills and finds help.
- Acts in a way that values diversity.
- Takes care when using physical resources and environment.

Quality and Improvement

- Takes pride in a personal presentation.
- Works consistently in line with policies, practice standards and work plans
- Maintains quality of own work
- Asks for help and guidance when tasks are outside experience and competence.
- Supports others to achieve team goals.
- Makes changes in own work practice and offers suggestions to improve services and care.
- Understands and acts according to role to achieve the Aged Care Quality Standards and National Standards.

Health and Safety

- Acts in a way that maintains health and safety for self and others that come in contact with the work area.
- Adheres to safe work practices relevant to role.
- Promptly reports issues that might put self or others at risk, incidents and near misses in ways appropriate to role.
- Cares for others by speaking in a courteous and respectful manner at all times.
- Knows what to do in an emergency relevant to role.

Personal and professional development

- Maintains practice within frameworks established by legislation, national and state policy.
- Keeps up to date with mandatory education requirements for the role.
- Discusses with manager about abilities and capabilities needed for role.
- Recognises areas of strength and areas for development.
- Takes part in personal development plans with manager and/or team leader.

Information management

- Communicates accurate and relevant information to appropriate people and in line with role and organisational policy.
- Uses social media responsibly and respectfully at all times.
- Comply with legislative requirements related to documentation and information pertaining to residents, team members and the operations of all Rural Northwest Health facilities.
- Utilises information technology as appropriate in the performance of the role.

Key selection criteria

Essential

1. Registered Nurse or Enrolled Nurse with minimum of three years' experience in Aged Care.
2. Demonstrated ability to work with a care team to deliver safe, high-quality and innovative health care.
3. Excellent interpersonal skills and the ability to build collaborative relationships with stakeholders including team members, consumers and family members.
4. Excellent written and verbal communication skills and the ability to utilise a range of software applications.
5. Strong attention to detail.
6. Ability to organise workload and complete workload effectively and efficiently.
7. Understanding of opportunities and challenges associated with providing rural health care services.

Desirable

1. Post-Graduate qualifications in a relevant area or willing to undertake further study.

Certificates, licences and registrations

- Current registration as a Registered Nurse or Enrolled Nurse with AHPRA.
- Current satisfactory employee police check, dated within 12 months of commencement date.
- Current employee working with Children's check.
- Current NDIS Check.
- Current Victorian driver's licence.

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Other requirements

The role must be fully vaccinated for COVID-19 and provide current evidence of immunisation history and/or serology results.

Employee declaration

I declare that I understand the position description and the requirements of this position. I declare that I have the capabilities to fulfil the key responsibility areas of this position.

I understand that the information provided in this document is a general outline and does not encompass all aspects of the position.

Employee signature _____

Employee name (please print) _____ **Date** ____/____/____