

POSITION DESCRIPTION

Position Title:	Clinical Operations Coordinator
Department/Location:	Community Care
Employment Status (FT/PT/casual):	Refer to Letter of Offer
Reports To:	Manager
Direct Reports:	Clinical Nurses Allied Health Professionals Program Coordinators <i>Refer to Service Structure Chart for more information</i>
Key Relationship's/Interactions:	Internal: All local Service team members, Corporate Services employees External: Clients, Family Members, Hospitals and Agencies, Funding Bodies, Government Departments, Referrers and the Community.

About Spiritus:

Our **Vision**

To create a more caring, just and inclusive society consistent with the teachings of Christ.

Our **Mission**

As a caring ministry of the Anglican Church we will:

- enrich people's lives through compassionate service and advocacy for social justice in partnership with communities and parishes;
- respond with innovation and courage to the needs of our community, especially those most at risk; and
- demonstrate a passionate and determined commitment to excel as leaders in quality caring service.

Our **Values**

Dignity: We accept, value, encourage and empower others to pursue their personal goals

Respect: We exhibit profound respect, integrity and humility in all our relationships

Care: We demonstrate thoughtful stewardship and take personal responsibility in all we do

Joy: We actively embrace opportunities to share, and experience, hope and happiness

Our **Environment**

Spiritus is an Anglican not-for-profit organisation providing caring and supportive services in partnership with government and other support organisations, to respond to identified needs in our community.

Spiritus is committed to enacting a Christian response to social and community welfare issues and aged and community care needs, particularly with respect to disadvantaged members of the community. Whilst serving the community as a whole we value and respect the needs, rights and personal choices of the individual.

Spiritus is the name for all services operating within the Anglican Community Services which was formed by the combination of St Luke's Nursing Service, Anglican Care of the Aged and Anglicare Southern Queensland.

The Anglican Community Services Commission (ACSC) operates under a Diocesan Governance Canon defining its role in terms of Corporate Governance, Strategic Direction of the organisation and the regulation of Management, and reports to the Archbishop in council. The Canon authorises the ACSC to operate in the areas of community welfare, social justice, health, aged and community care.

All Spiritus services are enhanced and supported by a centralised Shared Services structure.

Position Statement / Overall Purpose:

The major responsibility of the Clinical Operations Coordinator is to support the Service by coordinating, monitoring and improving clinical operations.

The Coordinator is also responsible for clinical staff management and leadership, coordination of clinical education and continuous improvement activities, building relationships with key stakeholders and may provide leave relief for the Manager.

This position works closely with the Office Coordinator. Together these roles support the Manager of the Service by overseeing operational, office and day to day issues.

Works in accordance with the values of Spiritus and will support core business by providing guidance and advice within this positions specialty area.

Key Selection Criteria:

1. Experience relevant to clinical and operational coordination within a Community service or other health service delivery.
2. Ability to coordinate and provide appropriate clinical team leadership and supervision.
3. Demonstrated interpersonal/communication skills (written and oral) and
4. Possession of a current unrestricted driver's licence.
5. Demonstrated ability to actively coordinate and contribute to education for clinical team members and continuous improvement activities and systems review and operation.
6. Working towards or in possession of relevant tertiary qualifications e.g. Health, Management qualifications or post graduate qualification (Desired).

Key Position Responsibilities:

Note: Key Position Responsibilities and classification will vary depending on service size / budget and complexity.

1. **In conjunction with the Manager ensure contemporary practice standards are implemented and maintained by the Service.**
 - Undertake professional development to ensure currency of knowledge and awareness of contemporary practice.
 - Implement outcomes from organisational reviews and initiatives to enhance service delivery.
2. **Coordinate the clinical operations of the Service by overseeing the delivery of quality client care and standard of nursing practice.**
 - Coordinate client service delivery (or delegate).
 - Develop and monitor compliance with organisational and local Service level operational processes.
 - Maintain evidence based, professional, legal and ethical standards of practice.
 - Liaise with stakeholders and attend forums to market and increase the profile of Spiritus and the Service.
 - Report on the clinical operations to the Manager in accordance with reporting requirements.
 - Manage compliments and complaints of a clinical nature.
 - Provide direction / expertise to key staff leading funding program or zones.

- By delegation ensure client documentation and data is up to date and available.
- Maintain relationships with referrers to assist with utilising funding.
- Coordinate collation of feedback from clients and stakeholders.

3. Coordinate, lead and motivate the clinical team within the Service and act at a clinical resource.

- Manage the clinical team within the Service on an operational basis.
- Act as a resource person to all levels of clinical staff.
- Contribute to an environment that attracts and retains quality team members.
- Contribute to a values aligned culture that is productive, professional, collaborative and flexible.
- Collaborate with Human Resource Support Services (HRSS) to coordinate recruitment, orientation and support of clinical team members.
- Provide ongoing feedback to employees on performance and undertake performance reviews.
- Work with the Manager to coordinate succession planning for key positions within the Service.
- Disseminate relevant information to clinical staff via various communication methods.

4. Have an understanding and contribute to monitoring the financial performance of the Service within the approved budget.

- Assist the Manager by ensuring services provided are aligned with the budget.
- Ensure scheduling and resources are managed in line with approved budgets.
- Coordinate strategies to meet funding targets.
- Assist the Manager plan, monitor and control the utilisation of physical and human resources.
- Assist with preparation of funding submissions.

5. Coordinate the education and development activities for the clinical team within the Service.

Collaborate with the Office Coordinator in relation to education and development. This position is responsible for ensuring education and development activities occur to reach clinical outcomes.

- Coordinate and provide clinical education components of orientation.
- Liaise with the Learning and Development team within HRSS in relation to organisational wide education and development activities including annual competencies.
- Ensure relevant clinical education and development activities are identified, planned and implemented to enhance client outcomes and staff learning / development needs.
- As required develop and implement education and development activities within skill set.
- Liaise with the Clinical Nurse Consultants in relation to specialist education requirements.
- Be responsive to changing health education priorities.

6. Implement and use the Spiritus systems in place and coordinate continuous improvement activities and local clinical systems review.

Collaborate with the Office Coordinator in relation to continuous improvement. This position is responsible for coordination of clinical aspects.

- In collaboration with Corporate Services staff, promote adherence to Spiritus' systems including quality improvement, workplace health and safety, human resource, finance, clinical documentation etc.
- Coordinate processes such as clinical audits, accreditation and reviews as required.
- Coordinate clinical aspects of the continuous improvement plan / implement quality initiatives.

7. Other Duties

- Act as the Manager of the Service as required by the Manager. This role may also be undertaken by the Office Coordinator or in conjunction with the Office Coordinator.

- Assist the Manager develop and implement the Operational Plan.
- Promote and maintain good interpersonal and public relations within and outside the workplace, including prompt attention to phone calls.
- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within Spiritus' Policies and Procedures.
- Undertake educational activities to maintain and enhance work related skills and knowledge.
- Deal appropriately with any workplace harassment and bullying.
- Not during or after employment disclose information relating to clients and staff of Spiritus or damage the reputation, viability or profitability of the Spiritus' services.
- Any other duties that are directed within your abilities.

Delegation of Authority:

- As delegated by Manager.