

Navorina Nursing Home is committed to the provision of high quality residential care for ageing members of the community. Navorina Nursing Home achieves its mission by attracting and retaining the best staff.

Responsible to: Clinical Care Manager

Responsible for: The provision of personal care services to meet the needs of the resident.

ACCOUNTABLE FOR:

The AIN will liaise closely with all staff in relation to the provision of services and with the Registered and Enrolled Nurses in relation to providing a range of holistic, contemporary nursing and care services to residents in a manner which:

- is in accordance with the mission, vision, values, policies and procedures of Navorina Nursing Home is consistent with The Residents' Charter of Rights and Responsibilities
- is consistent with the Employee Code of Conduct
- strives to maximise Residents' health and well-being
- reflects current knowledge and best practice in delivery of holistic residential aged services
- fosters best practice and effective performance by staff in an environment which encourages learning and development
- ensures a safe working and living environment
- is cost effective in operation and delivery of services
- strives to improve the quality outcomes of services provided to residents
- demonstrates excellence in customer service at all times

KEY ACCOUNTABILITIES

Residents

1. Ensure the delivery of services meets Legislative requirements and any policy and administrative guidelines as set by the commonwealth.
2. Assist residents to meet daily living needs including nourishment, hydration, mobility, personal hygiene, treatments, activities and other support within the care plan and as Navorina Nursing Home policies and procedures, in a manner that encourages the independence of residents.
3. Provide support and assistance to maintain a clean comfortable, safe, secure and homelike environment for the residents, in the upkeep of personal clothing, and in the preparation and consumption of food and beverages.
4. Respond to situations of risk or potential risk to the residents.
5. Support the rights, interests and needs of the residents, whilst respecting the resident's right to freedom of choice, privacy and dignity.
6. Carry out work activities according to organisational procedures, duty statement and the care plan.

7. Ensure residents' established routines, preferences and customs are encouraged and facilitated where possible.
8. Demonstrate an empathetic approach and positive attitude to residents.
9. Be prompt and courteous when interacting with residents, families and colleagues; this includes being responsive to call bells, etc.
10. At all times ensure that the privacy, dignity and resident right to confidentiality is maintained and respected. Be a role model in this regard e.g. knocking on doors before entering, not discussing residents in front of other residents/staff, maintaining confidentiality of resident details/information.
11. Provide personal care according to individualised care plans and directions of the RN.
12. Ensure that quality personal care and services are provided e.g. residents are well-groomed, hair is clean, men are shaved, clothing is clean and appropriate, foot wear is adequate, mouth care is provided, food and fluids are adequate, residents with incontinence are managed according to individual plans. Beds are made/freshened.
13. In consultation with the RN and EEN contribute to the assessment, planning, implementation and evaluation of resident care to ensure individualised care is provided to residents.
14. In consultation with the RN and EEN, ensure that residents' rights, cultural, spiritual and other individual needs are incorporated into all aspects of care and daily living and reflected in care plans.
15. Assist in the creation of a relaxing and comfortable dining service. Ensure all residents receive the nutrition and hydration that they require and residents who require assistance at meals receive the help that they need.
16. Report any changes in resident's conditions, uncharacteristic or inappropriate behaviour, and take appropriate action as required.
17. Report immediately any situation of suspected elder abuse or a missing resident according to Navorina Nursing Home policy and procedure.
18. Demonstrates excellence in customer service at all times.

Teamwork

19. Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of a quality service.
20. Actively contribute to the establishment and maintenance of constructive relationships within the team.
21. Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
22. Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information for staff are read and acted upon.

Continuous Improvement /Compliance

23. Comply with all Navorina Nursing Homes policies and procedures; be able to locate and refer to the relevant policy manuals. Demonstrate an understanding of the legal aspects of these policies and comply at all times (e.g. Aged Care Act, WH&S Act, Privacy Act, and Food Safety Act) in accordance with role.
24. Provide personal care services in accordance with the aged care accreditation standards i.e. Standard 2 (Health and Personal Care) and Standard 3 (Resident Lifestyle).

25. Administer medications safely in accordance with law (where assessed as competent to do so).
26. Report immediately any situation of suspected elder abuse or a missing resident according to Navorina Nursing Home policies and procedures.
27. Ensure compliance with Navorina Nursing Home policies and procedures.
28. Appraise and constantly evaluate the standard of clinical services delivered e.g. through audits and quality activities. Identify areas for continuous improvement (CI) and document ideas via the completion of an improvement form.
29. Review and monitor customer feedback; ensure improvement forms are completed (on behalf of residents where required) and followed up.
30. Actively participate in quality improvement initiatives and audits designed to evaluate the quality of care and services.
31. Conduct quality audits as directed by the Clinical Care Manager or delegate.

Documentation:

32. Observe residents physical, emotional and behavioral condition. Verbally report any concerns to the RN or EN and write these observations in the progress notes as may be required.
33. Complete all charts/forms and documents in the relevant resident files by the end of each shift to meet aged care standards and funding requirements. Ensure resident of the day (ROD) requirements are met. Seek clarification from the RN or EN as may be required.
34. Document comments, compliments and complaints (on behalf of residents where appropriate) or own feedback and identify better ways of doing things through the quality management system.
35. In the event of accidents or incidents that involve residents, staff or volunteers, accurately complete accident/incident forms as may be required and report to RN. Clarify details with RN or EN as may be required.
36. Document to optimise funding as required via the Aged Care Funding Instrument (ACFI).
37. Respect residents' right to refuse care and treatment, document in progress notes.

Work, Health and Safety

38. Adhere to Work Health and Safety regulations, policies and procedures.
39. Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and residents.
40. Work in a safe manner at all times and participate in occupational health and safety activities e.g. conduct of workplace inspections, safe use of equipment, monitoring of the safety and cleanliness of equipment and the environment and act upon findings.
41. Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and residents as appropriate.
42. Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturers' instructions and organisational guidelines, and reports any breakdown or requirements to RN.
43. Report and monitor and follow up all staff and resident incidents and accidents to ensure safety and identify ways to minimise/eliminate risks. Ensure staff and resident incident and accident forms are completed.
44. Comply with infection control requirements e.g. washing hands before and after

attending residents, following standard precautions, complying with food safety regulations.

45. Participate in training and education sessions regarding occupational health and safety.

Professional Responsibilities

46. Work within the scope of practice and professional boundaries.

47. Recognise the need for and actively participate in continuing education and development.

48. Where care delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.

49. Regularly review and critique own work performance and participate in Navorina Nursing Home scheduled performance appraisal.

50. Comply with the roster. Provide adequate notification of requests for leave.

51. Comply with all Privacy Legislation requirements and Navorina Nursing Home confidentiality policy when communicating any and all information pertaining to residents, staff and the operations of Navorina Nursing Home.

KEY SELECTION CRITERIA

Mandatory

- Certificate III Community Services (Aged Care).
- Experience in a residential aged care facility or similar setting.
- Demonstrated strong commitment to excellence and quality in the provision of aged care services.
- Well-developed communication and problem solving skills.
- Ability to complete documentation to meet accreditation and funding requirements.
- Demonstrated ability to comply with accreditation/compliance as appropriate to level.
- Demonstrated ability to document concisely and effectively in resident notes and care plan.
- Demonstrated ability to organise and manage own routine and workload.
- Demonstrated ability to solve problems and contribute to continuous improvement.
- Commitment to, and willingness to participate in, continuing training and education related to area of employment.
- Ability to work effectively, respectfully and collegially in team environment.
- Highly developed interpersonal skills and ability to work with residents of differing backgrounds whilst maintaining role and professional boundaries.
- Proven ability to work both independently and to participate as an effective team member.
- Current satisfactory police check.

Desired

- Basic food handling certificate, dementia or WH&S Training.
- Commitment to ongoing training and learning.
- Previous experience in the application of quality assurance and or continuous improvement systems.

KEY PERFORMANCE MEASURES

Residents

1. Positive resident feedback/resident outcomes.
2. Timely resolution of resident complaints; especially as these relate to care.
3. Evidence of empathy for the needs of residents and ability to provide flexible care in accordance with residents needs and preferences.
4. Consistent achievement of resident care allocation on each shift.
5. Consistency and accuracy of clinical documentation. Accuracy of documentation to support and maximise ACFI claims.
6. Contribution to resident safety; improvement in resident accident and incident trends.
7. Contribution to clinical care; improvement in clinical indicator trends e.g. reduction in skin tears, falls.
8. Contribution to accreditation; compliance with accreditation Standards 2 and 3 as relevant to role.

Teamwork

9. Positive feedback from colleagues as internal customers.
10. Evidence of day to day teamwork e.g. helping with other resident allocations.

Continuous Improvement/Compliance

11. Compliance with legal responsibilities including policies and procedures at all times.
12. Meet outcomes of aged care standards as relevant to the position in particular Standards 2 (Health and Personal Care) and Standard 3 (Resident Lifestyle).
13. Evidence of continuous improvement in clinical care.
14. Accurate completion of improvement forms that reflect problem solving ability.
15. Contribution to the CI plan; achievement of clinical care goals.
16. Demonstration of own self-development/improvement through participation in professional development activities.

Occupational Health & Safety

17. Able to demonstrate competency in fire and emergency procedures.
 18. Able to demonstrate competency in manual handling.
 19. Able to demonstrate competency in relevant clinical areas e.g. hand-washing.
 20. Able to demonstrate competency in CPR.
 21. Contribution to workplace safety; minimise workplace injuries and the accurate reporting of staff accidents and incidents.
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SALARY AND CONDITIONS:

- Commensurate with qualifications and experience of candidate.
- Navorina Nursing Home EBA.

Position Description – Assistant in Nursing **7.2.6**

Performance appraisal

The AIN’s performance shall be evaluated by the Clinical Care Manager or their delegate at six month’s service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Navorina Nursing Home policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance appraisal, which is not related to the Disciplinary Procedure.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

EMPLOYEE POSITION DECLARATION

I have chosen to accept the offer of employment at
(Please write your full name)
Navorina Nursing Home.

In accepting this offer I have read and understand the Position Description and agree that I have the physical ability to fulfil this position and accept my role in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I understand that this is separate to the Employment Contract that I will sign, outlining the Employment Details.

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Signature

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Date