



REGISTERED NURSE DIVISION 2

ORGANISATIONAL INFORMATION

Established in 1960 and incorporated in 1989, Catholic Homes for the Elderly Inc (*Catholic Homes*) is an agency of the Archdiocese of Melbourne. It is a not-for-profit organisation providing accommodation and services across Greater Melbourne for older people. Currently *Catholic Homes* provides housing and services to approximately 758 people in Melbourne, 376 in Residential Care Facilities, 355 in Independent Living and 27 in Resident Funded Units. There are more than 330 dedicated staff and hundreds of volunteers providing services to residents.

The annual turnover is \$15.5m.

CATHOLIC HOMES FOR THE ELDERLY VISION, MISSION & VALUES

Catholic Homes is dedicated to delivering quality care within a Catholic environment.

Catholic Homes provides an integrated and accessible range of care and accommodation services on behalf of the Catholic Archdiocese of Melbourne to meet the diverse needs of older people, with a focus on those in need.

In planning and delivering services, *Catholic Homes* holds as fundamental the following values:

- Respect for the dignity, preferences and aspirations of the individual
- Provision of a supportive environment and community within which to live, work and develop
- The principles of integrity, cooperation, consultation and continuous improvement.

POSITION SUMMARY

The Registered Nurse Division 2 is responsible for meeting the direct care needs of the resident as per the nursing care plan and other duties as directed by the Registered Nurse Division 1 or Care Manager.

REPORTS TO

- Accountable to the Care Manager via the In-Charge Person

KEY SELECTION CRITERIA / QUALIFICATIONS

- Essential:
- Current registration as a Registered Nurse Division 2 in Victoria.
 - Good communication and interpersonal skills, patience, common sense and a strong ethos of client service
 - Mature outlook with the ability to relate and converse with older people
 - Ability and commitment to work as part of a team
 - Demonstrated initiative and ability to work without supervision
 - Commitment to maintaining confidentiality in all matters
 - Proven ability to be self-motivated and to promote a positive work environment
 - Satisfactory completion of a National Police Records Check (to be arranged by *Catholic Homes*)
- Desirable:
- Previous experience working in an Aged Care Facility, or an understanding of, and sensitivity to, the issues related to services to older people
 - Understanding of RCS and documentation requirements

PERFORMANCE CRITERIA

The person should possess the following knowledge, skills and experience based upon the performance criteria as follows:

Business Administration

The ability to complete appropriate documentation that reflects resident care, and demonstrates awareness of funding implications. This includes a willingness to develop these skills further.

- Use all resources in a responsible, effective and cost efficient manner.
- Demonstrate the ability to provide accurate documentation to Resident Classification Scale (RCS) requirements in order to ensure on-going funding.
- Ensure all documentation is updated and completed meeting legal requirements e.g. incident/hazard, clinical.
- Coach and assist other Care Staff in the completion of RCS documentation.
- Ensure resident's files are maintained.

Continuous Improvement

Demonstrated commitment to continually improve and strive for the achievement of quality in all aspects of work and service delivery.

- Demonstrate commitment to the quality improvement processes, e.g. completion of Quality Service Reports (QSRs) and participation in Quality Circles and other meetings.
- Maintain knowledge and skills relevant to the position through participation in the staff development programme. This includes attending mandatory training (i.e. Organisational Orientation, No Lift and Fire Safety).
- Demonstrate an awareness of, and a commitment to, ongoing self-development.
- Identify learning needs in conjunction with the Care Manager and work to develop self.
- Participate in the appraisal process.

Customer Service

Well developed communication and interpersonal skills including the commitment to providing quality services to meet the needs of residents and other stakeholders.

- Be responsive to the needs of residents/customers.
- Be responsive to telephone enquiries, which include the identification of self and site.
- Be prompt and courteous when interacting with residents, families and colleagues.
- Be aware of the important role relatives, friends and volunteers play within the organisation and actively seek customer feedback and respond as appropriate.
- Actively work to promote the organisation and colleagues in a positive manner at all times, both internally and externally.
- Identify opportunities to improve customer service, e.g. use of Quality Service Reports.

Team Development

Demonstrated ability to work as part of a team and awareness of the role of other members.

- Be aware of own role and the role of other team members.
- Work cooperatively with team members to achieve team goals.
- Assist the Manager in the identification of team goals.
- Demonstrate the ability to work positively within a team environment.
- Support the Manager in the orientation of new staff.
- Participate and contribute to team processes.

Technical Skills and Application

Demonstrate knowledge and understanding in the application of clinical skills, to deliver consistently high standards of care to meet individual resident needs.

- Identify own responsibilities with regard to working safely e.g. demonstrate the ability to use manual handling aids and equipment appropriately
- In consultation with the In-Charge Person/Care Manager assess, implement and review care needs of residents.
- Demonstrate the ability to deliver consistently high standards of care to meet individual resident needs.
- Support the independence of residents through providing appropriate assistance with personal care needs in accordance with care plans.
- Act at all times to protect the rights of residents, including confidentiality, privacy, individual choice and decision-making.
- Provide appropriate emotional support to residents and refer as necessary for additional support.
- Observe and promptly report any changes in resident's behaviour or health/wellbeing and document as appropriate.
- Be able to locate and refer to *Catholic Homes* policy and procedure manuals and act at all times within these guidelines as they relate to the position
- Demonstrate an ability to complete accurate documentation that reflects care given.
- Maintain resident health by being observant and implementing required changes and actions.
- Maintain health by assisting with minor treatments, e.g. dressings, routine urine tests, temperature, pulse and respiration.

- ❑ Comply with *Catholic Homes* Competency Assessment Program.
- ❑ Assist in mandatory audits of the Aged Care Accreditation Standards as instructed.

Occupational Health and Safety

Demonstrate knowledge and ability to maintain a safe environment for staff and visitors.

- ❑ Maintain a safe working environment in your area of responsibility.
- ❑ Ensure that Occupational Health and Safety (OH&S) principles and guidelines are adhered to.
- ❑ Report any breach in OH&S. Document any hazard and make suggestions / recommendations for improvements.
- ❑ Report accidents and injuries and near misses as per *Catholic Homes* Policy and Guidelines.
- ❑ Provide and maintain so far as is practicable a working environment that is safe and without risk to health.
- ❑ Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- ❑ Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and *Catholic Homes* policies and promote a working environment that is congruent with these guidelines.
- ❑ Comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Accident Compensation (WorkCover) Act 1992.

Specialist Knowledge

Demonstrated commitment to the needs of people living in a residential aged care setting. This includes awareness of Aged Care Accreditation Standards and the ability to comply with legislative requirements.

- ❑ Be aware of, and practice according to the *Catholic Homes* Mission, Vision and Values.
- ❑ Demonstrate knowledge and understanding of the ageing process and a willingness to develop these skills further.
- ❑ Demonstrate knowledge of the Aged Care Accreditation Standards
- ❑ Demonstrate awareness and commitment of the holistic care needs of the residents.
- ❑ Be aware of, and practice within, aged care legislative requirements.

Other Duties

The incumbent will perform other duties, consistent with the broad emphasis of the position, as required by their Manager.

I acknowledge that I have read and understood this Position Description. I understand that the position description will be reviewed at least once every two years.

Signed by
Incumbent: _____ Date: _____

Incumbent Name: _____

Signed by
Manager: _____ Date: _____

Manager's Name
& Title:

Residential Services Manager

Current Effective Date: _____

Next Scheduled Review Date: _____

Replaces PD:	Registered Nurse Division 2	Dated:	January 2001
Draft Submitted By:	Denise Darnley, HR Manager	Date:	January 2005
Ratified By:	GM Residential Services	Date:	March 2005
Authorised By:	Human Resources Manager	Date:	March 2005
Disseminated By Policy & Documentation Committee:		Date:	March 2005
		Next Review Date:	March 2007