

Clinical Manager

Position Title:	Clinical Manager
Reporting to:	Operations Manager
Location:	Nambour
Status:	Full Time

The Organisation

Blackall RangeCare Group Ltd. is a not-for-profit organisation dedicated to delivering high-quality aged care and disability services in the Sunshine Coast region. Our services encompass:

- Personal care and domestic assistance
- Community access
- Nursing and allied health care
- Day centre activities
- Flexible respite options
- Home maintenance and modifications
- Transport services
- Provision of aids and equipment

We are committed to enhancing the well-being and independence of our clients through comprehensive and compassionate care.

Functions of the Role

The Clinical Manager ensures the delivery of high-quality, person-centred care, enabling clients to stay in their homes safely and for as long as possible. This role involves leading and managing a multidisciplinary team of nurses and allied health professionals to provide optimal care. Responsibilities include clinical supervision, team development, Clinical Governance, and continuous improvement of care services. The Clinical Manager collaborates with the broader team to foster a culture of clinical excellence, ensure compliance with regulatory standards, and manage resources effectively.

Roles and Responsibilities

Organisation

- Works within the role and responsibilities for the position and complies with all organisational policies, regulations and standards, and the Code of Conduct.
- Maintains professional and technical knowledge by participating in training and development activities.
- Represents the organisation as the first point of contact via a range of communication methods.
- Contributes effectively to team effort by accomplishing related results as needed.
- Always maintains a high level of professionalism.

Duties and Tasks

- Lead and manage the nursing and allied health teams, ensuring a collaborative and supportive work environment.

- Provide clinical supervision, coaching, and mentoring to nursing and allied health team members, fostering professional growth and skill development.
- Ensure adequate staffing levels through effective rostering, recruitment, and retention strategies.
- Conduct regular performance appraisals, support team member training, and ensure ongoing professional development opportunities.
- Oversee audits, inspections, and assessments to monitor compliance with internal and external standards.
- Provide Case Management services to clients with complex care needs.
- Monitor and evaluate client care outcomes, addressing any concerns, and adjusting care plans as needed.
- Triage client needs and oversee and schedule Registered Nurse and Allied health resources to meet these needs.
- Achieve results by communicating roles, responsibilities, accountabilities, and expectations to nursing and allied health team members.
- Implement and monitor quality improvement initiatives to enhance service delivery and client satisfaction.
- Manage incidents and clinical risks, ensuring appropriate reporting and follow-up procedures are in place.
- Coordinate with other managers and departments to promote a multidisciplinary approach to client care.
- Maintain open and effective communication channels with the leadership team and team members regarding clinical operations and client care.
- Manage supplies and equipment related to nursing and allied health, ensuring adequate stock levels and cost-effectiveness.
- Assist in the implementation of new systems or processes to improve the efficiency and effectiveness of care delivery.

Other

- Ensures a strong customer service focus through responsive, effective customer engagement.
- Contributes effectively to organisational events and activities.
- Performs other related duties as assigned by the Operations Manager and ensures all deadlines are met.

Key Relationships

- Operations Manager
- Services Manager
- Registered and Enrolled Nurses
- Allied Health professionals
- Services and support team members
- Clients and Carers

Key Selection Criteria

- Registered Nurse with current AHPRA registration or equivalent professional qualification in a relevant allied health field.

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- Experience in an aged care or healthcare management role, with a strong clinical background.
- Postgraduate qualifications in health management, clinical leadership, or a related field (desirable).
- Proven experience in leading a multidisciplinary team, including nurses and allied health professionals.
- Knowledge of aged care services, including clinical best practices, the Aged Care Quality Standards, and current industry trends.
- Excellent communication and interpersonal skills with the ability to engage with team members, clients, families, and external stakeholders.
- Strong leadership, problem-solving, and conflict resolution skills.
- Ability to manage and prioritise multiple tasks, demonstrate resilience, and drive continuous improvement initiatives.