



HERITAGE LIFECARE

# Position Description

## Clinical Services Manager

### Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values:

- **People First - Kia tika te rere o te waka**  
Enhance the health, safety, and wellbeing of our people
- **Nurturing Success - Poipoia te angitu**  
Seize opportunities and experiences every day in every moment
- **Better Together - He toa takitini**  
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

### Position Overview:

To provide high level clinical leadership and support to clinical and care staff.

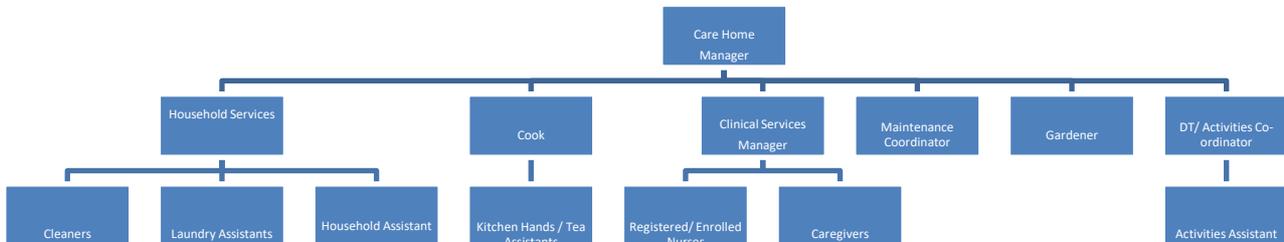
### Reports to:

Care Home Manager

### Functional Relationships:

Care Home Manager  
Registered Nurses/ Enrolled Nurses  
All staff of Care Home, Residents/ Relatives/ Whānau  
Visitors  
Allied Health Professionals  
Medical Practitioners  
Assessment Agencies  
Volunteers  
Quality Team  
Operations Manager  
Support Office

## Generic Team Structure:



## Key Accountabilities:

- Provides leadership, supervision and direction to staff with active and applied knowledge and practice as per HPCA Act
- Assists and supports the Facility Manager in the effective management of the facility
- Actively participates in the facility Quality and Risk Management Programme seeking continuous improvement of all services
- Monitors the provision of care to residents to ensure the highest standards are achieved and maintained
- Provides oversight of resident clinical records and recordings to ensure they meet organisational and legislative requirements
- Active involvement in all aspects of human resource management
- Co-ordinates the provision and use of clinical supplies within the facility ensuring resources are allocated and utilised cost effectively
- Participates in the implementation of an effective education programme
- Demonstrates commitment to the provision of a safe environment for residents and staff
- In the absence of the Facility Manager, assumes the responsibilities of the Facility Manager
- Other reasonable and related additional duties that may be required from time to time at the discretion of the employer
- To provide on call for the Care Home as required

## Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a manager of people, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies

with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

## Financial Authority

Nil

## Core Competencies

- Must hold a current NZ Registered Nurse Annual Practicing Certificate
- Minimum of 3-5 years post registration experience
- Compassionate, empathetic and possess a positive outlook
- Experience in mentoring, coaching and developing a team to achieve individual and business goals
- Ability and experience to lead, direct and continually evaluate the clinical services within the facility
- Sound management, analytical and decision-making skills
- interRAI training, Medi-Map and eCase experience advantageous
- Knowledge of the health and disability sector standards and the ability to manage a robust quality system
- Excellent time management skills
- A great communicator who can competently communicate verbally and in writing
- Computer literate with the ability to confidently use a range of programmes and systems
- Substantial experience working within an aged care facility or environment
- Experience working within a dementia unit or environment is desirable (*depending on the Care Home, this may be a requirement*)
- Available to provide clinical oversight to the facility (will be required to be on-call as and when necessary)
- The ability and passion to ensure our residents and their families experience a **'Better Everyday – everyday'**.

*The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.*

