

# Laura Fergusson Community



## Role Description: Duty Co-ordinator

<b>Reporting to:</b>	Manager, Consumer Care and Clinical Support
<b>Location:</b>	Wellington
<b>Staff responsibility:</b>	Mentoring, leading and co-ordination
<b>Effective date:</b>	July 2014

### Our Story

The Wellington Laura Fergusson Trust (LFT) provides residential, rehabilitative and recreational services to individuals with severe physical impairments from across the Wellington region.

LFT manages a 40 bed residential facility in Naenae and the permanent and temporary residents of this facility and their whānau are a core focus of LFT operations.

LFT prides itself on providing caring and consumer-centric services in a community setting.

### Purpose of the Role

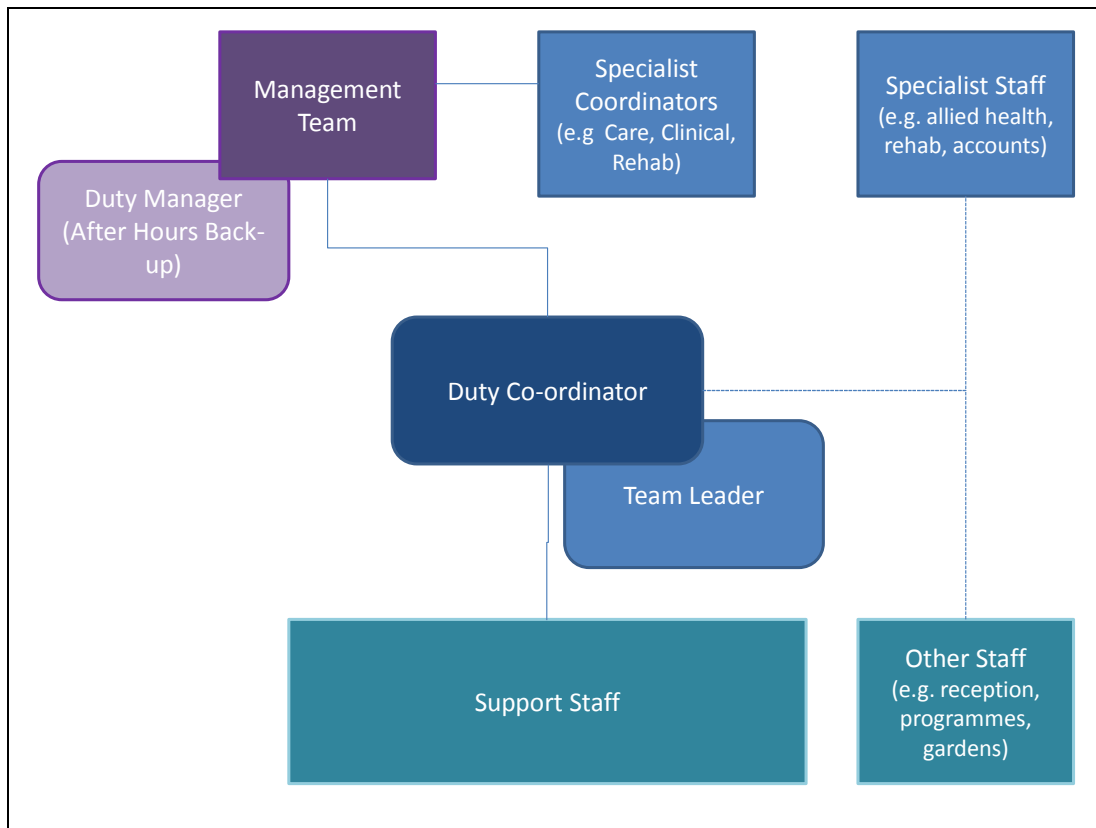
Duty Co-ordinators are senior support workers who are assigned responsibility for specific shifts to co-ordinate LFT's operational activities, in particular activities relating to the provision of residential services.

The Duty Co-ordinator acts as the 'go to' point in terms of organising support staff and resources to meet the specific requirements of each shift.

For each shift a Duty Co-ordinator will ordinarily have an assigned Team Leader. The Team Leader works in close support of the Duty Co-ordinator and will take the 'hands on lead' either in terms of consumer support (e.g. assisting with a complex or out of the ordinary care requirement) OR the management of any operational issues (e.g. addressing a consumer behavioural issue or staffing issue).

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The following diagram shows how the Duty Co-ordinator role relates to the other LFT staff.



## Key accountabilities

The Duty Co-ordinator is responsible for ensuring that:

1. consumers are supported in accordance with their care plans and individual programmes for that shift;
2. rostered staff are supervised and supported;
3. cares and task lists are completed;
4. scheduled work to maintain the cleanliness and upkeep of LFT is completed; and
5. issues and risks are escalated appropriately.

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## Responsibilities

### ***Consumer***

#### ***Co-ordination***

- Check the planned activities for all residential consumers and ensure that any requirements (cares, meals and transportation) will be addressed by rostered staff.
- Ensure that the activities and needs of offsite clients (e.g. Waddington Drive) are known and supported.
- Administer consumers' medication – either personally or specifically delegate responsibility to the Medications Carer or Team Leader.
- Intervene in the event of a consumer issue.
- Manage the personal money of consumers and petty cash held in the safe.
- Monitor, and as necessary escalate, any wellbeing issues.
- Record and monitor any resident offsite absences.
- Perform personal cares as required.

#### ***Staff Co-ordination***

- Ensure that rostered staff are:
  - briefed regarding any relevant developments at the start and, if relevant during, shifts;
  - assigned a care or task list for their shift and supervised in undertaking those activities;
  - released from duties to take their entitlement to breaks.
- Induct and supervise any agency staff onsite for shift.
- Monitor to ensure that buzzers are being responded to.
- Intervene in the event of an issue relating to a rostered staff member.
- Escalate any roster issues to rostering staff.
- Escalate any performance or wellbeing issues to Management.

### ***Operations***

#### ***Co-ordination***

- Undertake quality checks of completed care and cleaning tasks.
- Identify and address (or report) health and safety issues.
- Identify and address (or report) equipment or facility issues.
- Work with staff responsible for roster management and administration to facilitate the effective rostering and list assignment of rostered staff.
- Co-ordinate or redirect visitors to the site (e.g. family members, contractors).
- Provide verbal and written reports to Managers, escalating issues as appropriate.
- Complete any required office administration for shift (e.g. client diary management, incident reports).
- Handover any relevant matters to staff on the following shift.

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## ***Other Responsibilities***

- Participate in monthly Co-ordinator meetings.
- Undertake any training or development identified for Co-ordinators.
- Act as a keyworker for assigned consumers.
- Actively contribute to staff meetings.
- Maintain records of significant client and staff interactions.
- Work with the Management Team to develop and implement organisational improvements.

## **Generic LFT Employee Responsibilities**

### ***Quality and Safety***

- Assist the wider management team with quality measures as required
- Continuous quality improvement
- Maintain workplace health and safety and to ensure all regulatory requirements are met.
- Work with other LFT staff to ensure good infection control practises are in place.

### ***Uphold LFT's Philosophy & Values.***

- Work within LFT's philosophy, Mission statement and the Laura Fergusson Community Charter.
- Communicate effectively and recognise cultural differences and requirements

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## Personal Specifications

### Qualification

- A relevant qualification in nursing, health sciences or consumer support (at tertiary or CareerForce level 4).
- Current First Aid Certificate.
- Current CPI certification.
- A full drivers' licence is preferable.

### Experience

1. Practical experience of performing a nursing or care role in a residential care setting.
2. Advanced understanding of the provision of personal care and support services with a willingness to work in close collaboration with peers and staff to continuously improve service delivery.
3. Effective communicator with the ability to engage with consumers, whānau, management, staff and stakeholders and the ability to accurately maintain consumer records.
4. Demonstrated ability to apply the Code of Health and Disability Services Consumers' Rights.
5. A strong appreciation of disability issues.

### Personal qualities

- A "hands-on" leadership style with the ability to model and reinforce a team approach to the provision of services.
- Well-organised with a commitment to maintaining appropriate consumer records.
- Flexibility to maintain positive attitude and availability to work additional/different shifts if required to fill absences of peers (including weekends and evenings).
- High-levels of personal and professional integrity, including a strong appreciation of the need to maintain staff and consumer confidentiality.
- Effective time management and good PC skills.
- Sensitive to cultural, health and disability needs.
- A reliable performer with an exemplary work attendance record.
- Willingness to work under clinical supervision.

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## Employment Conditions

The employment conditions of the Duty Co-ordinator are specified in their substantive employment agreement. The performance of the Duty Co-ordinator will be reviewed annually as part of their overall performance appraisal.

*I have read and understood the duties and responsibilities of the Duty Co-ordinator role.*

Employee's Name: .....

Date: .....

Signature: .....