



Position Description

POSITION DETAILS

Position Title:	Clinical Care Manager
Reports To:	Co-CEO Clinical Care
Enterprise Agreement:	GRACE Aged Care Victoria Enterprise Agreement 2025-2028
Classification Level/Grade:	Registered Nurse – Level 5

ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units, yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

MISSION, VISION AND VALUES

Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to “**live the life you choose**”.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.

Vision

“Live the Life You Choose”

Values

Inclusive – Community – Understanding – Individuality – Wellbeing

POSITION OVERVIEW

The Clinical Care Manager is responsible for the leadership, coordination, and oversight of clinical care at Woorayl Lodge Inc. Working in partnership with the Co-CEOs, this role ensures the highest standard of consumer care, in line with the Aged Care Quality Standards, AN-ACC requirements, and organisational policies.

The position provides supervision and support to the clinical team, promotes evidence-based practice, and fosters a culture of safety, respect, and continuous improvement. The Clinical Care Manager acts as the key point of escalation for complex clinical matters and contributes to quality initiatives, accreditation processes, and staff education.

This role is critical in ensuring that consumers receive holistic, person-centred care, and that clinical services reflect the values of Inclusiveness, Community, Understanding, Individuality, and Wellbeing.

Practice must always be in a manner consistent with:

- Current registration with the Nursing and Midwifery Board of Australia (NMBA) and the Australian Health Practitioner Regulation Agency (AHPRA), and the associated professional duty of care.
- The vision, values, mission, policies, and procedures of Woorayl Lodge Inc.
- The Charter of Aged Care Rights.
- The Employee Code of Conduct.
- The Australian Privacy Principles (Cth).
- The Aged Care Act (Cth) and the Aged Care Quality Standards (Cth).
- The Occupational Health and Safety Act 2004 (Vic) and the Work Health and Safety Act 2011 (Cth).
- The Drugs, Poisons and Controlled Substances Act 1981 (Vic).

KEY SELECTION CRITERIA

Essential

- Current registration with the Nursing and Midwifery Board of Australia (NMBA) and the Australian Health Practitioner Regulation Agency (AHPRA) as a Registered Nurse.
- Demonstrated clinical leadership experience in aged care or a comparable healthcare setting.
- Sound knowledge of the Aged Care Quality Standards, AN-ACC, and relevant aged care legislation and reforms.
- Strong skills in clinical assessment, care planning, documentation, and oversight of complex care needs.
- Demonstrated ability to manage, mentor, and support nursing and care staff.
- Excellent interpersonal, communication, and conflict resolution skills.
- Strong organisational and time management skills with the ability to prioritise competing demands.
- Current satisfactory Police Check.

Desirable/Highly Regarded

- Postgraduate qualifications in Gerontology, Leadership/Management, or related field.
- Experience in clinical governance, risk management, and quality improvement processes.
- Demonstrated ability to foster a positive workplace culture that supports collaboration, respect, and continuous improvement.
- Knowledge and experience in change management within an aged care or healthcare environment.

PROFESSIONAL RESPONSIBILITIES

- Providing clinical leadership, guidance, and support to nursing and care staff to ensure safe, high-quality, person-centred care for all consumers.
- Ensuring practice is consistent with professional standards, codes, and legislative requirements, including AHPRA, NMBA, and aged care legislation.
- Overseeing the development, implementation, and evaluation of individualised care plans that reflect consumer needs, preferences, and goals.
- Supporting, mentoring, and developing staff to build a skilled, motivated, and collaborative team.
- Promoting a positive culture that reflects the values of Woorayl Lodge Inc, encouraging respect, inclusiveness, and consumer dignity.
- Monitoring, reporting, and addressing clinical risks, incidents, and complaints in line with organisational policy and regulatory requirements.
- Ensuring compliance with the Aged Care Quality Standards, accreditation requirements, and continuous improvement processes.
- Maintaining accurate, timely, and professional documentation in consumer records, reports, and organisational systems.
- Building positive relationships with consumers, families, staff, health professionals, and external stakeholders.

- Acting as a role model for ethical practice, integrity, and professionalism in all aspects of the role.

KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

Key Result Areas	Accountabilities	Performance Measures
Clinical Leadership & Governance	▪ Provide professional leadership and direction to the clinical team, ensuring safe, person-centred, and evidence-based care for all consumers. ▪ Support compliance with the Aged Care Quality Standards through effective clinical governance. ▪ Monitor clinical risk, escalate issues appropriately, and implement strategies to minimise risk. ▪ Act as a clinical resource and role model, promoting best practice and continuous improvement in care delivery. ▪ Maintain effective communication and collaboration with the Co-CEO Clinical Care, Quality & Compliance Manager, and other senior staff to ensure coordinated service delivery. ▪ Ensure nursing practice is consistent with professional standards, organisational policies, and relevant legislation.	▪ Demonstrated compliance with clinical governance frameworks and Woorayl Lodge Inc. policies. ▪ Positive consumer outcomes measured through care plans, feedback, and clinical indicators. ▪ Evidence of effective management of clinical risk, including timely escalation and resolution. ▪ High level of staff engagement, confidence, and adherence to best practice care. ▪ Positive feedback from consumers, families, and staff regarding leadership and clinical support.
Consumer Experience & Engagement	▪ Promote a culture where consumers are treated with dignity, respect, and compassion, and their individuality is recognised and valued. ▪ Ensure consumers and their representatives are actively involved in care planning, decision-making, and evaluation of care. ▪ Support staff to build and maintain positive, respectful, and trusting relationships with consumers and their families. ▪ Ensure that consumer feedback, complaints, and compliments are welcomed, managed appropriately, and used to drive continuous improvement. ▪ Advocate for consumer choice and independence, ensuring care delivery supports their goals, preferences, and wellbeing.	▪ Positive consumer feedback through surveys, conversations, and compliments. ▪ Demonstrated evidence of consumer and family involvement in care planning and decision-making. ▪ Effective and timely management of consumer feedback and complaints, with outcomes communicated clearly. ▪ Observations of staff practice reflect respect, dignity, and consumer-centred care. ▪ Evidence that consumer choice and preferences are incorporated into care delivery and daily living activities.
Workforce Management & Development	▪ Provide leadership, guidance, and mentorship to clinical and care staff, fostering a supportive and accountable team culture. ▪ Ensure staff are equipped with the necessary skills, knowledge, and resources to deliver safe and effective care. ▪ Contribute to staff development through orientation, training, competency assessments, and performance development reviews.	▪ Evidence of staff engagement, satisfaction, and retention within the clinical team. ▪ Completion of mandatory and role-specific training, competencies, and professional development. ▪ Performance development reviews completed on schedule

Key Result Areas	Accountabilities	Performance Measures
	- Monitor staffing levels, skill mix, and rostering in collaboration with the Co-CEO Clinical Care to ensure safe and effective service delivery. - Promote open communication, teamwork, and shared responsibility for quality outcomes. - Support staff wellbeing and resilience through fair, respectful, and supportive leadership.	with constructive feedback provided. - Rosters reflect appropriate skill mix and staffing to meet consumer care needs. - Positive feedback from staff regarding support, guidance, and communication.
Quality, Safety & Risk	- Ensure a safe environment for consumers, staff, visitors, and contractors in line with Woorayl Lodge Inc. policies and legislative requirements. - Promote a proactive safety culture, encouraging staff to report hazards, incidents, and near misses. - Monitor and support safe work practices across all areas of clinical care. - Participate in incident investigations and implement risk management strategies to reduce recurrence. - Ensure compliance with the Aged Care Quality Standards, organisational policies, workplace health and safety legislation, and other regulatory requirements. - Maintain accurate and timely documentation, registers, and reporting related to quality, risk, health, safety, and wellbeing. - Provide leadership in emergency and disaster preparedness and response planning. - Promote staff wellbeing, recognising the importance of work-life balance and access to support resources. - Contribute to a culture of continuous improvement and actively participate in organisational Quality & Safety programs.	- Evidence of compliance with the Aged Care Quality Standards, health and safety legislation, and organisational requirements. - Timely and accurate completion of incident, hazard, and risk reporting, investigations, and follow-up actions. - Demonstrated reduction in recurring incidents, hazards, or risks through implementation of corrective and preventative actions. - Active participation in quality and safety audits, reviews, and improvement initiatives with positive outcomes. - Staff demonstrate understanding and consistent application of health, safety, risk, and wellbeing policies and procedures. - Emergency and disaster management plans are current, tested, and regularly reviewed. - Evidence of initiatives that promote staff wellbeing, safe work practices, and a positive workplace culture.
Resource Management & Sustainability	- Ensure effective and efficient use of clinical resources, equipment, and supplies to support safe, high-quality care. - Monitor and manage clinical budgets in collaboration with the Co-CEOs. - Oversee appropriate maintenance, calibration, and safe use of clinical equipment. - Identify opportunities for resource optimisation and cost-effective practice without compromising care quality. - Contribute to organisational sustainability by promoting environmentally responsible practices where applicable.	- Clinical resources available, maintained, and used safely in line with policy. - Expenditure within agreed budgets and variances explained where applicable. - Evidence of proactive management of equipment maintenance and replacement. - Demonstrated initiatives to improve efficiency and resource use. - Contribution to organisational sustainability goals.

PERFORMANCE REVIEW

The Clinical Care Manager's performance shall be evaluated by the Co-CEO Clinical Care or delegate at three months service, 5.5 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.

Woorayl Lodge's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance review which is not related to the Disciplinary Procedure.

EMPLOYEE POSITION DECLARATION

I have read and understand the Position Description and agree that I have the ability to fulfil this position. I understand that the information provided in this Position Description is a general outline and may not encompass every aspect of the position.

Signature*: _____

Print name: _____

Date: _____

**If completing electronically, typing your name is acceptable.*