

**POSITION DESCRIPTION
AGED CARE FUNDING INSTRUMENT (ACFI)
AND QUALITY COORDINATOR**

Position Title: ACFI and Quality Coordinator
Basis of Employment: Full time / Part time / Casual
Reports to:

Position Summary:

This role's overall purpose is:

1. To provide high quality advice, coordination, planning, review and assessment of ACFI appraisals.
2. To ensure effective and efficient appropriate Commonwealth Department funding for all consumers in accordance with our legislative obligations and organisational policy.
3. Provide support, guidance and education of staff within the organisation, in the successful achievement of outcome standards within their areas of responsibility.
4. Provide direct feedback of demonstrable positive outcomes of quality projects to all staff in order to promote ongoing commitment to, and efficacy of, implemented quality systems.
5. Ensure effective and efficient collection and trend analysis of data related to:-
 - a. Quality Improvement
 - b. Consumer Representation
 - c. Clinical Risk (in conjunction with the **Facility manager**)
 - d. Infection Control
 - e. Consumer Participation
 and feedback to the relevant staff along with recommendations.
6. Ensure continuous improvement in all aspects Villa Del Sole's Plan for Continuous Improvement.

KEY ACCOUNTABILITIES

1. ACFI

1.1 ACFI Management

- 1.1.1 Attend Finance Meetings as directed and provide accurate feedback on submissions/potential submissions.
- 1.1.2 Undertake, maintain and prepare ACFI funding reports for which you are responsible.
- 1.1.3 Prepare for and attend to all validations requested by the Department.

1.2 ACFI Claims

- 1.2.1 Reassess ACFI claims according to advice from the Facility Manager in a timely manner.
- 1.2.2 Match ACFI funding with a duty of care approach to consumers' assessed care needs ensuring accuracy.
- 1.2.3 Monitor all appraisal dates and audit each ACFI prior to its submission to the Department.
- 1.2.4 Schedule all mandatory and voluntary ACFI reappraisals.

Document Title	Authorised By	Revision Number	Revision Date	Page Number
Position Description – ACFI/Quality Coordinator	Stefania Cortecchi FM	1	Sept 2020	Page 1 of 9

Villa Del Sole – Postion Description – ACFI and Quality Coordinator

- 1.2.5 Ensure all ACFI claims are coordinated and accurately submitted to the Department within the timeframes set by the Department.
- 1.2.6 Maintain accurate and complete records relating to ACFI appraisal submissions and any improvements in relevant claims identified and achieved.
- 1.2.7 Review and reconcile provider transaction report against previous month ACFI claims in a timely manner and raise any discrepancies or anomalies immediately with the the Facility Manager as appropriate.
- 1.2.8 Advise the **Facility Manager or Clinical Care Coordinator** of any documentation anomalies or discrepancies that impact on, or have the potential to impact on, appropriate funding for each consumer.

1.3 ACFI Packs

- 1.3.1 Compile congruent ACFI packs with due diligence and ensure that the ACFI claim and supporting evidence for the ACFI claim submitted can withstand validation review.
- 1.3.2 Ensure that the ACFI packs and supporting information are stored in an orderly manner and are in a secure environment (locked filing cabinet).

2. Documentation and Assessment Responsibilities

- 2.1 Perform consumer's reviews (ACFI, Admission and or changed need) in accordance with the relevant Policies and Procedures.
- 2.2 Document consumers' assessed care needs appropriately in assessments and care plans to ensure a duty of care to meeting optimal consumer care outcomes.
- 2.3 Coordinate and refer to the RN for review and completion of appropriate assessments and care plan development (outside of the Documentation EN's scope of practice and or relevant checklist sign off authority).
- 2.4 Ensure all assessments are completed and updated prior to care plan completion and checklist timeframes and prior to any ACFI Claim - Departmental submission.
- 2.5 Assist with auditing documentation as directed by the **Facility Manager**.
- 2.6 Guide, participate, develop and deliver appropriate ACFI training, guidance, mentoring to clinical staff and ensure appropriate processes and procedures are in place to identify staff who are not meeting the expected standards required for clinical documentation of consumer care.
- 2.7 Promote a culture of staff undertaking responsibility for completing documentation accurately, completely and in required timeframes.
- 2.8 Liaise, communicate with, and build harmonious working relationships with all staff integral to the ACFI process.

3. Continuous Improvement

- 3.1 Lead and promote a culture of quality improvement across the organisation.
- 3.2 Coordinate the quality System, integrating key strategic and quality issues.
- 3.3 Ensure participation of all departments in the continuous quality improvement programs.
- 3.4 Coordinate the collection of key quality and clinical indicator data to monitor and analyse to improve consumer outcomes and to reduce risk.
- 3.5 Provide meaningful monthly statistical summaries and trend analysis of all quality auditing activities to all relevant stakeholders.
- 3.6 Ensure communication and feedback of quality improvement initiatives at department level.
- 3.7 Support staff to develop confidence and knowledge to implement and monitor systems for data collection, auditing, reporting and quality improvement principles.
- 3.8 Ensure compliance with statutory regulations pertaining to the delivery of consumer care
- 3.9 Liaise with visiting medical practitioners and allied health professionals regarding matters of consumer care as appropriate

Document Title	Authorised By	Revision Number	Revision Date	Page Number
Position Description – ACFI/Quality Coordinator	Stefania Cortecci FM	1	Sept 2020	Page 2 of 9

Villa Del Sole – Postion Description – ACFI and Quality Coordinator

- 3.10 Oversee that clinical care meetings, family conferences and other relevant meetings have taken place as planned, and follow up actions are implemented and evaluated
- 3.11 Inform the **Facility Manager** of any problems that may arise with a consumer or staff
- 3.12 Report to the **Clinical Care Coordinator** any breaches in the provision of care.
- 3.13 Ensure medical and other supplies are used efficiently
- 3.14 Communicate effectively with consumers, their representatives / families and staff.
- 3.15 Ensure that staff treats the consumer with respect and dignity.
- 3.16 Agree to obey all reasonable lawful directions and instructions given by the Employer or a specific supervision

4. Accreditation

- 4.1 Drives the efforts of all relevant personnel in the achievement and maintenance of successful Accreditation status, under the Aged Care Accreditation System and any other external criteria.
- 4.2 Coordinate a service-wide approach to Accreditation.
- 4.3 Facilitate and build effective relationships with internal and external clients through appropriate processes and high level of interpersonal skills (i.e. Accreditation Commission, LASA, staff etc).
- 4.4 Coordinate and actively assist in the preparation and submission of reports as required for Accreditation.
- 4.5 Assist relevant staff in the preparation of surveys and periodic reviews and the interpretation and presentation of data.
- 4.6 Liaise with staff and relevant organisational personnel regarding requirements for accreditation and other external reviews.
- 4.7 Using the Agency protocols, develop a coordinated internal auditing system.
- 4.8 Maintain current, accurate and comprehensive knowledge of the Aged Care Quality Standards and Guidelines for Residential Aged Services.

5. Documentation / Policies and Procedures

- 5.1 Ensure that all documentation is appropriately controlled to ensure currency in order to meet both statutory and Aged Care Accreditation requirements.
- 5.2 Coordinate an evidence-based approach to the review and development of the organisation's policies and procedures in conjunction with the relevant managers.
- 5.3 Ensure that all documentation, policies and procedures are accessible to relevant staff.

6. Education

- 6.1 Ensure appropriate education in relation to all areas of responsibility is provided.
- 6.2 In consultation / conjunction with staff, provide on-going education for staff in areas of compliance, auditing, accreditation and continuous improvement.
- 6.3 Develop and review the planned program for staff education and training in accordance with the training needs of staff.
- 6.4 Facilitate the Education Program by ensuring staff attend when appropriate.
- 6.5 Conduct one to one staff observation and training in the delivery of personal to clinical care based on the individual needs of consumers.
- 6.6 Ensure the value and philosophy of the organisation are known, understood and practiced by staff.
- 6.7 Ensure that staff adhere to the best practices in their delivery of care and demonstrate understanding of their responsibilities relating to duty of care.
- 6.8 Conduct audits on staff performance and random competency checks.
- 6.9 Access sources of continuous improvement information and systematically disseminate information to all staff within the organisation.

Document Title	Authorised By	Revision Number	Revision Date	Page Number
Position Description – ACFI/Quality Coordinator	Stefania Cortecci FM	1	Sept 2020	Page 3 of 9

Villa Del Sole – Postion Description – ACFI and Quality Coordinator

6.10 Contribute to the development and monitoring of continuous improvement via the orientation and induction process for all staff.

7. Risk Management

- 7.1 Develop, implement and manage Risk functions, policies and plans.
- 7.2 Coordinate an Adverse Event reporting system.
- 7.3 Ensure risk is minimized via appropriate medico-legal actions and interventions.
- 7.4 Ensure consumer data is collected, monitored and analysed to improve consumer outcomes and reduce the risk of adverse events.
- 7.5 Coordinate the Infection Control data collection in conjunction with care manager to ensure that infection control data is monitored and analysed to improve consumer outcomes and to reduce risk.
- 7.6 Integrate Infection Control with quality and risk management functions to decrease consumer risk.

8. Leadership Responsibilities

- 8.1 Be part of the Management Team of Villa Del Sole.
- 8.2 Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
- 8.3 Provide leadership to colleagues not limited to documentation and ACFI processes.
- 8.4 Regularly attend and participate in staff meetings and ensure meeting minutes, memorandums and information for staff are read and acted upon.
- 8.5 Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of colleagues in the delivery of a quality service.
- 8.6 Identify and distribute all information relating to relevant Laws, Acts, Regulations, Charters and Codes of Practice which affect organisational policies and practices.
- 8.7 Develop and review the staffing plan with consideration to cost and consumers requirements
- 8.8 Participate in the daily management of the Nursing Home such as ensuring the correct staff mix as predetermined
- 8.9 Coordinate the efforts of individual departments include but not limited to RN, EN and PCA to ensure effective working relationships and team work, and to promote harmonious collaboration
- 8.10 Ensure all care provided and the outcomes of care are documented in the consumers' clinical record
- 8.11 Ensure documentation is updated, accurate and objective, and that problems documented have also had an appropriate action noted
- 8.12 Supervise and contribute to the evaluation of consumers' needs and observations on a regular basis as defined within the system of care
- 8.13 Demonstrate a positive attitude and commitment to the position responsibilities and organizational goals
- 8.14 Ensure staff exercise appropriate economy in the use of stocks, equipment and energy
- 8.15 Empower staff to accept responsibilities through effective delegation of activities

9. Health and Safety

- 9.1 Adhere to Health and Safety regulations, policies and procedures.
- 9.2 Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues and consumers.
- 9.3 Demonstrate awareness of health and safety law and ensure up to date on safe manual handling as relevant to position.
- 9.4 Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and consumers as appropriate.

Document Title	Authorised By	Revision Number	Revision Date	Page Number
Position Description – ACFI/Quality Coordinator	Stefania Cortecci FM	1	Sept 2020	Page 4 of 9

Villa Del Sole – Postion Description – ACFI and Quality Coordinator

- 9.5 Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturers' instructions and organisational guidelines, and reports any breakdown or requirements to Facility Manager or delegate.
- 9.6 Report immediately all accidents / incidents in accordance with organisational guidelines.
- 9.7 Ensure up to date with infection control requirements e.g. following standard precautions.
- 9.8 Ensure compliance with Infection Control Standards
- 9.9 Participate in training and education sessions regarding health and safety.

10. Professional Responsibilities

- 10.1 Maintain professional and ethical practice in line with legislative requirements, Australian Health Practitioner Regulation Agency (AHPRA) requirements and the Nurses Code of Conduct with accountability for own service delivery and practice.
- 10.2 Maintain abreast of current practice and trends in the ACFI and Quality area as well as other areas such as occupational health and safety and infection control.
- 10.3 Recognise the need for and actively participate in continuing education and development designed to maintain competencies. Maintain knowledge and skills relevant to the position and as an RN e.g. attain minimum 20 hours continuing professional development each year in relevant areas.
- 10.4 Where service delivery issues are unclear or beyond own abilities and qualifications, seek assistance and clarification.
- 10.5 Comply with the Equal Employment Opportunity policies and practices of Villa Del Sole.
- 10.6 Comply with all Privacy Legislation requirements and Villa Del Sole's confidentiality policy when communicating any and all information pertaining to consumers, staff and the operations of Villa Del Sole.

KEY SELECTION CRITERIA

To competently perform in this position, the person should possess the following knowledge, skills and experience:

Essential

- Current registration with Australian Health Practitioner Regulation Agency (AHPRA) as a RN and at least three years full time equivalent post registration experience in a similar role.
- Experience in aged care, preferably in residential setting.
- Demonstrated understanding of the ACFI instrument, ACFI preparation, submissions, optimisation and validations
- Demonstrated commitment to excellence and quality outcomes in residential aged care.
- Sound working knowledge of Commonwealth standards and legislation, quality principles and accreditation.
- Experience and/or formal qualifications in quality improvement.
- High level interpersonal, presentation and negotiation skills with the ability to liaise and negotiate with government and community groups.
- Demonstrated conceptual and analytical skills.
- Strong planning, priority setting, task allocation, monitoring and organisational skills.
- A strong commitment to excellence and quality in the provision of aged care related services with a sound working knowledge of accreditation.
- Highly developed leadership skills and the ability to act as a positive role model for staff.
- Advanced level of skill in admissions, assessment, care planning and problem solving.
- Demonstrated knowledge of analytical written and verbal communication skills.
- Demonstrated understanding of continuous quality improvement practices and legislative requirements.
- High level of skill in teamwork environment's, training and coaching others.
- Advanced level of attention to detail in accuracy of documentation and reporting.

Document Title	Authorised By	Revision Number	Revision Date	Page Number
Position Description – ACFI/Quality Coordinator	Stefania Cortecci FM	1	Sept 2020	Page 5 of 9

Villa Del Sole – Postion Description – ACFI and Quality Coordinator

- High level of skills in using computers and IT systems.
- Strong planning, time management and organisational skills with the ability to prioritise accordingly.
- Excellent people management and interpersonal skills to ensure the achievement of quality outcomes.
- Well-developed communication, problem solving and conflict resolution skills.
- Current Driver’s Licence.

Desirable

- Certificate IV in Frontline Management
- ACFI Basics and/or ACFI Advances
- Certificate IV in TAE

KEY PERFORMANCE CRITERIA

In addition to the performance standards and responsibilities outlined in this Position Description, a comprehensive set of Key Performance Criteria will be used to clearly establish performance and expectations and to review performance as per performance review clause.

The following is the overarching areas of performance with specific measures to be initially developed by Facility Manager in consultation with the incumbent and then reviewed annually.

Area of Performance:	
ACFI	<ul style="list-style-type: none"> ▪ Evidence of provision of accurate feedback on submissions/potential submissions. ▪ Evidence of attendance at all validation visits. ▪ Evidence of assessment of ACFI claims in a timely manner. ▪ Evidence that all ACFI claims are submitted to the Department within the legislative guidelines. ▪ Evidence that all ACFI claims are assessed/reassessed as per the due date. ▪ Evidence that ACFI packs are compiled so as to withstand validation review. ▪ Evidence that ACFI packs and supporting documentation are stored securely.
Documentation and Assessment Responsibilities	<ul style="list-style-type: none"> ▪ Evidence that all assessments are completed and up to date prior to care plan completion. ▪ Evidence of guidance and delivery of ACFI training to clinical staff. ▪ Evidence of promoting a culture of staff undertaking responsibility for completing documentation, accurately, completely and within the required timeframes.
Leadership Responsibilities	<ul style="list-style-type: none"> ▪ Evidence of the provision of leadership to colleagues. ▪ Evidence of cooperation and respect with other staff members. ▪ Evidence of attendance at staff meeting. ▪ Evidence of reading meeting minutes, memorandums and information.

Villa Del Sole – Postion Description – ACFI and Quality Coordinator

Continuous Improvement/ Accreditation	<ul style="list-style-type: none"> ▪ Evidence of compliance with Villa Del Sole’s Policies and Procedures. ▪ Evidence of completion of improvement logs. evidence of appropriate/timely follow up/improvements. ▪ Evidence of achievement of audits conducted to schedule/evidence of timely corrective actions taken. ▪ Evidence of participation in CI activities and sharing of knowledge. ▪ Evidence of satisfactory training attendance record and staff development records (minimum 20 hours of CPD per annum).
Accreditation	<ul style="list-style-type: none"> ▪ Evidence of coordination and assistance in the preparation and submission of reports and kits as required for Accreditation. ▪ Evidence of assistance with the preparation of surveys, periodic requires and the interpretation and presentation of data. ▪ Evidence of a coordinated internal auditing system. ▪ Evidence of current, accurate and comprehensive knowledge of the Standards and Guidelines for Residential Aged Services.
Health and Safety	<ul style="list-style-type: none"> ▪ Ability to demonstrate competency in fire and emergency procedures. ▪ Ability to demonstrate competency in manual handling relevant to position. ▪ Evidence of accurate and timely hazard alert reports and corrective actions. ▪ Evidence of competency in adhering to standard infection control guidelines and practices. ▪ Evidence of contribution to workplace safety to minimise workplace injuries by the accurate reporting of staff accidents and incidents. ▪ Evidence of participation in training and education regarding occupational health and safety.

Performance review

The ACFI and Quality Coordinator’s performance shall be evaluated by **the Facility Manager** at three months service, 5.5 months service, at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Villa Del Sole’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.

Note: Statements in this position description are intended to reflect, in general, the duties and responsibilities of the position and are not to be interpreted as being all-inclusive.

Physical Requirements of the Position

The following requirements will be needed to carry out the essential elements of the position as outlined in the position description.

The frequency descriptions relate to the following time frames:

Continuous	= 75% to 100% of the work day
Frequent	= 25% to 75% of the work day
Infrequent	= 0% to 25% of the work day

Continuous	
Sitting	Sitting is required when carrying out documentation or administration requirements.
Computer work	Computer work is a component of the position. It is required for completing ACFI claims and documentation.
Balancing	Balancing is required to maintain body equilibrium to prevent falling when walking, standing, crouching and/or lifting whilst carrying out service delivery and job requirements.

Document Title	Authorised By	Revision Number	Revision Date	Page Number
Position Description – ACFI/Quality Coordinator	Stefania Cortecci FM	1	Sept 2020	Page 7 of 9

Villa Del Sole – Position Description – ACFI and Quality Coordinator

Handling and Feeling	Handling and feeling are required for job requirements, finger dexterity and hand–eye coordination are required, along with full hand and wrist movement, also the ability to perceive attributes of objects or consumers by touching with skin, particularly that of the fingertips.
Communication	An excellent understanding of the English language is required when dealing with allied health professionals and other facility staff. Also, the ability to communicate effectively.
Hearing	Ability to maintain hearing acuity, with correction, if required, and the ability to hear and understand whispered conversations at a distance of up to 1 metre. Ability to interpret what is being heard.
Vision	Ability to see and recognise objects and read documents. Ability to discriminate between colours and to determine depth perception.
Smelling	Ability to distinguish odours and identify hazards.
Frequent	
Standing and Walking	Standing and walking are required for the movement around the facility. It will require the ability to fully use both legs on a variety of surfaces.
Reaching and stretching	Reaching and Stretching is required in carrying out administration duties, and in the movement of objects in the facility.
Grasping/ Finger Movement	Grasping and finger movement (pinching, picking, typing) is required to holding onto objects. It will require the ability to do repetitive motions with hands, wrists and fingers.
Repetitive Motions	Repetitive motions of the wrists, hands or fingers may be required when carrying out administration duties such as, but not limited to typing.
Infrequent	
Climbing	Climbing is required when ascending or descending stairs or ladders. It will require the ability to utilise both legs and feet and/or hands and arms. Body agility is required.
Lifting and carrying	Lifting and carrying is required in the movement of objects around the facility including movement from lower to higher and/or horizontally and/or place to place. It will require the ability to fully use both arms and hands.
Pushing and Pulling	Pushing and pulling are required to draw, drag, push or tug objects around the facility including but not limited to trolleys.
Kneeling	Kneeling can be required as part of job requirements.
Twisting	Twisting may be required for position requirements and in the movement of objects in the facility. The ability to reach in all directions and to twist at the waist is required.

Available Assistance

The following assistance will be available to aid in meeting the physical requirements, however assistance is not limited to this list.

- Orientation program on commencement
- Ongoing education and training, including full instruction on any new equipment purchased
- Practice Guides and Guidelines for duties
- Legislative Requirements for duties
- Maintenance system to ensure the duties are preformed within the Practice Guides and Guidelines
- Equipment to be maintained in a safe and functional manner
- Equipment
 - Ergonomic Chairs
- Pre purchase trials and evaluation of equipment to ensure optimal purchase of goods and supplies
- Effective Committees where staff can participate

Document Title	Authorised By	Revision Number	Revision Date	Page Number
Position Description – ACFI/Quality Coordinator	Stefania Cortecci FM	1	Sept 2020	Page 8 of 9

Villa Del Sole – Postion Description – ACFI and Quality Coordinator

Employee Position Declaration

I(Please Print) have read and understand the Position Description and Physical Requirements and agree that I have the physical ability to fulfil this position and in fulfilling the Key Responsibility Areas. I understand that the information provided is a general outline and may not encompass every aspect of the position.

I have initialled the top right-hand corner of each page as confirmation of reading and understanding the position and physical requirements.

I understand that this is separate to the Employment Contract that I will sign/have signed*, outlining the Employment Details.

.....
Signature

.....
Date

.....
Manager's Signature

.....
Date

.....
Manager's Name (Please print)

*delete as necessary

Document Title	Authorised By	Revision Number	Revision Date	Page Number
Position Description – ACFI/Quality Coordinator	Stefania Cortecci FM	1	Sept 2020	Page 9 of 9