

POSITION TITLE: Clinical Care Manager	REPORTING TO: General Manager
Division: Residential Aged Care	TYPE OF ENGAGEMENT: Full Time
Location: Home Name	NUMBER OF DIRECT REPORTS: Clinical Care Coordinators, Registered Nurses, Enrolled Nurses
Position Summary	
<p>Your role as a Clinical Care Manager (CCM) is responsible for ensuring residents are provided with high-quality care and services in accordance with Regis policies and procedures, the Aged Care Quality Standards, regulatory requirements and applicable professional practice guidelines.</p> <p>You will oversee clinical governance, risk management, staff supervision and continuous improvement while fostering multidisciplinary collaboration with residents, families and health professionals. The CCM ensures clinical compliance, promotes workforce capability, and leads initiatives that enhance care outcomes, safety and resident well-being.</p>	
Role Responsibilities	
1. Clinical Leadership and Governance	
<ul style="list-style-type: none"> Lead, manage, and coordinate the clinical care team to ensure the delivery of safe, high-quality, person-centred care that meets the assessed needs, preferences, and goals of residents. Provide clinical leadership to uphold clinical governance principles, professional standards, and regulatory compliance in line with the Aged Care Quality Standards. Foster a culture of continuous improvement, accountability, and clinical excellence across the care team through education, mentoring, and coaching. Take responsibility for own professional development and clinical competency, ensuring knowledge and skills remain aligned with best practices, emerging evidence, and legislative changes. 	
2. Care Management	
<ul style="list-style-type: none"> Monitor and oversee resident admissions, assessments, care planning, and care delivery to ensure compliance with policies and procedures and provider registration requirements. Ensure safe, high-quality, resident-centred care in accordance with Regis policies and procedures. Ensure a comprehensive, person-centred, holistic clinical assessment and care plan is in place for all residents as per Regis policy and procedures. Monitor the use of restraint and psychotropic medications Monitor infection control and antimicrobial stewardship practices Review complex wounds weekly, and monitor specialised nursing procedures as scheduled. Support the identification, management, and review of clinical risks, incidents, and care concerns, including participation in investigations and implementation of corrective actions. 	
3. Quality and safety	
<ul style="list-style-type: none"> Ensure compliance with relevant Aged Care standards. Contribute to the development and implementation of care and quality improvement initiatives, audits, and care strategies to enhance resident safety, clinical care, and service delivery. 	
4. Clinical Risk Management	
<ul style="list-style-type: none"> Support the identification, management, and review of clinical risks, incidents, and care concerns, including participation in investigations and implementation of corrective actions. Monitor and report on clinical risk trends, contributing to Regis Risk Management. Notify the General Manager of any reportable critical incidents as defined under the Serious Incident Response 	

<p>Scheme (SIRS), including suspected or alleged mandatory reporting, elder abuse, missing resident, unexplained absence, and transfers to hospital due to clinical deterioration or injury immediately and Ensure all other non-critical incidents are reported accurately and within required timeframes.</p> <ul style="list-style-type: none"> Promote effective multidisciplinary collaboration and communication with residents, families, health professionals, and external stakeholders to support optimal health and well-being outcomes. 	
5. Workforce Capability, Safety and Supervision:	
<ul style="list-style-type: none"> Promote and contribute to resident safety with a resident-first approach and act as a positive and proactive role model for safety, quality and resident focus. Support, guide and lead the care team to provide safe and high-quality care. Regular and effective two-way communication with the team through structured team meetings. Work collaboratively within the team and with other teams to promote safe, high-quality care and safe work practices. Monitor and develop the performance of the clinical care team through supervision, coaching and performance reviews. Lead and report any Incident investigations, ensuring corrective actions are implemented to prevent recurrence. Follow up on any serious incidents to completion and ensure reporting within the same shift. 	
ATTRIBUTES ESSENTIAL FOR SUCCESS	
Qualifications/Experience /Special Requirements	<p>Qualifications/Experience</p> <ul style="list-style-type: none"> Qualified Registered Nurse (current AHPRA Registration) with no restriction <p>Special Requirements</p> <ul style="list-style-type: none"> Strong knowledge of Aged Care Quality Standards, clinical governance and regulatory compliance requirements. Demonstrated experience in managing clinical teams and leading quality initiatives. Commitment to ongoing professional development and maintaining clinical competence.
Experience, skills & competencies	<ul style="list-style-type: none"> Proven experience as a clinical nurse, care coordinator, or care manager, with at least one year in aged care (preferred). Strong communication, leadership, and interpersonal skills Proficient in electronic clinical documentation systems and reporting tools. Skilled in clinical risk management, incident investigation, and continuous improvement processes. A good understanding of infection control, wound care, palliative care, and support for persons living with dementia and chronic illnesses.
Indicative days & hours of work	<p>Monday to Friday with occasional need for evening/weekend work as needed. Flexibility to work outside standard hours as required to meet operational needs.</p>
General Information	<p>This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended as an exhaustive list of all responsibilities, duties and skills required. Regis reserves the right to modify position descriptions as required. Employees will be consulted when this occurs.</p>
Date	<p>30th June 2025</p>