

# Team Leader / Shift Coordinator Principles

Minimum nurse workforce requirements in public Residential Aged Care Facilities

## Purpose

This document is intended to provide the requirements of inclusion or exclusion of the Team Leader and/or Shift Coordinator in the application of minimum nurse workforce requirements in prescribed public RACFs.

Under the *Hospital and Health Boards Act 2011* and the *Hospital and Health Boards Regulation 2012*, minimum requirements are set for the nursing workforce providing care to residents in prescribed public Residential Aged Care Facilities (RACFs).

These principles have been developed to ensure clarity of inclusion or exclusion of registered nurses in the role of Team Leaders and/or Shift Coordinators when applying and reporting on compliance with the legislated minimum nurse and support worker skill mix ratios and the minimum average Daily Resident Care Hours (DRCH) mandated in prescribed public RACFs.

Legislated minimum nurse workforce requirements are to be used in conjunction with the industrially mandated [Business Planning Framework \(BPF\) \(PDF, 1.3MB\)](#).

## When to include a Team Leader and/or Shift Coordinator

Section 138H (3) of the *Hospital and Health Boards Act 2011* states that a nurse is taken to be providing care at a prescribed public RACF only if directly involved in providing residential care at the facility. Compliance with the legislation therefore requires that a nurse<sup>1</sup> be included in reporting for minimum nurse and support worker skill mix ratios and minimum average DRCH only where they provide direct care to a resident.

Given this, Team Leaders and/or Shift Coordinators can be included or excluded from depending on whether they provide direct resident care. The Model of Care (MOC) within the BPF Service Profile for each prescribed public RACF includes specification of the function of the Team Leader and/or Shift Coordinator for each roster and when, or if, this role is to provide direct care to residents.

## Inclusion

Team Leaders and/or Shift Coordinators are included in the nurse workforce for the purposes of reporting compliance against the minimum requirements only when providing direct care or are allocated to one or more residents.<sup>2</sup>

## Exclusion

Team Leaders and/or Shift Coordinators are excluded from the nurse workforce for the purposes of reporting compliance against the minimum requirements if they are not providing direct care to or allocated to provide care to residents.

<sup>1</sup> Under section 138G of the Act, a nurse means a registered nurse or an enrolled nurse. Under the same section, a registered nurse means a person registered under the Health Practitioner Regulation National Law—

(a) to practise in the nursing profession, other than as a student; and  
(b) in the registered nurses division of that profession.

<sup>2</sup> It is the view of the Queensland Nurses and Midwives' Union that as a matter of principle, team leader/shift coordinator roles must not be required to take on an allocated patient load and as such must not be included in ratios reporting calculations or data.

## Definition of a Team Leader and/or Shift Coordinator

A Team Leader and/or Shift Coordinator is a registered nurse<sup>3</sup> who:

- a) is designated this function on a shift or roster, within a prescribed public RACF by the line manager and is recognised by the nursing workforce within that facility during that shift or roster as fulfilling this function.
- b) is directly responsible for providing oversight, leadership, communication and coordination of nursing workforce activities within the prescribed public RACF for the shift or roster to ensure delivery of safe resident care.

## Functions

The responsibilities of the Team Leader and/or Shift Coordinator in relation to patients, staff and the organisation must be evidence based and form part of the MOC, as defined annually in each approved BPF Service Profile for that prescribed public RACF at a facility-wide or unit level.

Examples of the responsibilities of a Team Leader and/or Shift Coordinator may include:<sup>4</sup>

- resident and staff coordination
- undertaking a facility management role after-hours and on weekends
- ensuring compliance with hospital policies and procedures
- liaising with medical and allied health staff to formulate patient clinical management plans
- monitoring the appropriateness and effectiveness of clinical care
- ensuring a safe environment is maintained

## How can the role of the Team Leader and/or Shift Coordinator change?

When a MOC is altered, any changes that have an impact on the function of the Team Leader / Shift Coordinator are incorporated into a revised BPF Service Profile.

The revised BPF Service Profile is then tabled and discussed at the local HHS Nursing and Midwifery Consultative Forum for consultation and negotiation with affected staff and the Queensland Nurses and Midwives' Union.

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<sup>3</sup> Above (1).

<sup>4</sup> This is not an exhaustive list of responsibilities and may vary depending on MOC. Please ensure you check your relevant BPF Service Profile.