

POSITION DESCRIPTION

MANAGER – RESIDENTIAL CARE

Organisational Context

Our client is a highly regarded not-for-profit organisation operating in the Human Services sector. They provide a broad range of services, of which aged care is a key component.

Position Objectives

- Operational Leadership and Management
- Service Development and Innovation
- High Quality outcomes for Residents and Stakeholders
- Sound Financial Management
- Stakeholder Engagement
- People Management

Responsibilities

- To lead and manage a workforce in the delivery of residential aged care services that achieves high quality outcomes for residents and other relevant stakeholders.
- To lead and manage the business operations of the program to ensure the delivery of results, including sound financial and human resource management and quality outcomes for residents and other relevant stakeholders.
- To ensure the clinical management of all residents adheres to legislative regulations and achieves best practice outcomes.
- To lead by example through personal drive and integrity
- To provide advice, information, data and reports to the General Manager Disability & Aged Care regarding operations and trends that affect planning and service delivery within the program.
- To ensure adequate OHS resources, supervision, information, training and consultation is provided to employees and contractors to enable observance of all relevant legislation.
- To review all incidents and be actively involved in the investigation process.
- Compliance and understanding/familiarity with organisational policies, procedures and relevant legislation (Aged Care Act, Quality Management System, Equal Opportunity, Health & Safety etc)
- To attend mandatory training sessions (i.e. Equal Opportunity, Bullying and Harassment, Health and Safety), and mandatory training specific to the position (e.g. Food Safety, Infection control, manual handling, first aid)
- Demonstrate the organisation's values and a culture of continuous improvement and best practice.
- Keeping informed through attendance at meetings, internal electronic communication and staff notice boards.
- Fostering collaboration and team work within and across programs and services.

Key Result Areas

- Maximization of government funding
- High quality delivery of clinical services to residents
- Workforce Management
- An annual Performance Review
- To ensure effective management of the residential aged care program
- To ensure effective business practices are focused on achieving high quality resident outcomes
- To ensure individualised care is offered based on assessment
- To ensure that risk management strategies and processes are put into place
- To ensure that the quality management system for residential aged care is maintained and full compliance to regulation is achieved.
- To ensure effective people management strategies are implemented
- Demonstration of high level communication skills both verbal and written
- Leading a client focussed, professional supportive culture that enhances employee engagement
- Applied experience and knowledge in health and aged care in the operations of the programs

Reporting Relationships

Reports To: General Manager Disability and Aged Care
Positions who report to: Clinical Coordinator, clinical staff, administration staff

Other Working Relationships

Internal Contacts: Executive
MLT
External Contacts: Clients, their families and advocates
Government funding bodies and contracting organisations
Other providers of human services and other stakeholders

Organisational Requirements

Position-Specific Capabilities

Essential Qualifications: • Tertiary qualification in Nursing, Social Work, Psychology or related health professions.

Desirable Qualifications: • Post Graduate qualification in Management or Similar.

Experience: • Manager within aged care either at a facility manager level or Clinical Coordinator for at least two years
• Managed an aged care service through accreditation
• Experience in mental health would be an advantage.
• Experience in the fields of social disadvantage and disability would also be an

advantage.

- Previous leadership position

- Key Competencies:**
- Ability to manage and lead a multi-disciplinary team
 - Sound organisation skills
 - Proven financial and marketing skills
 - Ability to develop and implement policies and procedures
 - Knowledge of ACFI assessments and ongoing documentation (desirable)
 - Excellent written, verbal and interpersonal communication skills
 - Knowledge and acceptance of the principles of person-centred care

- Other:**
- Computer literacy
 - Current Victorian drivers licence (essential)
 - A satisfactory police records check is a condition of this position and repeated every three years

Leadership and Management Capabilities

Team Player: places the team's needs above individual's; cultivates strong relationships within the team; works together with others to achieve common goals; relates well to key colleagues; contributes to team discussions and decisions; stays in touch with employees and volunteers at all levels

Leadership: creates vision; leads with credibility; thinks and acts strategically and decisively; inspires and develops people; embeds ethical practices; communicates effectively

Managing People: respects and balances people's needs; involves and supports staff in their work; recognises good performance; takes workplace concerns seriously; practices performance management as an ongoing conversation

Managing Work: translates vision into actions; gets people to complete the right work productively; accepts responsibility for results in your area; provides clear expectations; creates the environment that supports people to work at their best; collaboratively establishes and monitors progress towards the achievement of goals and targets; tackles problems directly to achieve results on time, within budget and to client and stakeholder's expectations

Being an Ambassador: represents the organisation, employees and volunteers and clients in a professional manner that builds a positive impression of the organisation and enhances its reputation

Systems thinker: understands the role and interrelationship of key stakeholders; builds relationships to strengthen the whole; contributes to the facilitation of shared vision and team learning

Risk taking: champions new ideas and initiatives; identifies new opportunities and makes them a reality; creates a climate that facilitates breakthrough thinking; fosters innovation and appropriate risk taking

Remuneration

Remuneration includes a competitive salary plus superannuation, leave loading, motor vehicle and FBT packaging.