

## MANAGER OPERATION RESIDENTIAL

### POSITION DETAILS:

<b>Position Title:</b>	Manager Operations Residential	<b>Reports To:</b>	Deputy Executive Manager Residential
<b>Department/Division:</b>	Residential Care	<b>Direct Reports:</b>	All facility employees

To ensure the efficient use of physical, financial and human resources to achieve the highest standard of service delivery. Ensure all available resources are effectively utilised to provide care to the organisations expected standards. Ensure a high level of consumer satisfaction.

### KEY RESPONSIBILITIES:

#### Human Resource Management

Coordinate and provide teams, evidence based contemporary leadership, in the delivery of consumer care by promoting a professional focus and an environment that is conducive to consumer and family participation, innovation and change.

#### Effectively manage the human resources of the facility by:

- Ensuring all team members adhere to SCC policy and procedures
- Promoting and initiating appropriate staff training and development activities
- Providing supervision and direction to staff
- Organizing conflict resolution processes
- Ensuring an education/development plan based on identified need and organisational requirements is maintained and updated annually
- Monitoring staff performance and ensuring a performance appraisal schedule is in place and actively participating in the performance appraisal process and conduct appraisals of staff
- Facilitating regular meetings including team meetings, CI & Safety meetings
- Addressing poor performance and employee absenteeism in accordance with the SCC policy and procedures
- Fostering positive relationships and promote high levels of staff morale
- Facilitating flexible staffing arrangements to optimize productivity

#### Facility Management

#### Effectively manage the financial resources of the Facility by:

- Assisting in the preparation of annual budgets and monitoring expenditure against budget to achieve a positive outcome
- Ensuring services expenditure remains within the limits of authorized budgets
- Maintain optimum occupancy rates
- Monitoring and coordinating the Aged Care Funding Instrument (ACFI) documentation to ensure consumer care funding is optimized
- Implementing formulated staff rosters effectively
- Facilitating the implementation of any necessary resources allocation adjustments in a timely manner

#### Regulatory Compliance and Continuous Improvement

#### Ensure the Facility operates within a continual improvement framework by:

- Maintaining a Facility Continuous Improvement plan and fostering and coordinating a Facility Continuous Improvement and Safety Committee
- Ensuring Continuous Improvement Logs are maintained and appropriate improvement strategies are implemented
- Collaborating with the Deputy Executive Care Services and Quality and Risk Manager to formulate and implement quality improvement activities consistent with best practices and consumer focused outcomes

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### Ensuring regulatory compliance is achieved by:

- Coordinating all QPS data collection and SCC audit processes, undertaking analysis of results and ensuring additional/corrective action is taken when required
- Monitoring and managing compliance with Australian Aged Care Quality Standards and processes
- Ensuring corrective actions arising from external and internal audits implemented in a timely manner

### Consumer Care and Customer Satisfaction

#### Foster and promote a customer service culture at the Facility by:

- Maintaining regular communication with consumers and other key external stakeholders
- Encouraging all consumers and their families to participate in the internal feedback/complaints system
- Initiate compliant investigation process when required
- Actively participate in the resolution process of formal external complaints
- Ensure all actions resulting from complaints/concerns are implemented

#### Ensure the highest standard of care is delivered to consumers by:

- Manage and implementing systems that ensure changes in the health condition of consumer are monitored and responded to promptly and appropriately
- Monitoring daily work routines of team members to ensure consumer care needs are maintained and consumer expectations exceeded
- Ensure that there are regular partnership care conferences and meetings with consumers, families, and health care professionals to ensure optimal input into consumer care practices
- Respond to and discuss complex enquiries, complaints, incidents and potential service and/or staffing issues with the Executive Management.

### Asset Management

#### Ensure the appropriate management of Facility Assets by:

- Monitoring the correct use and maintenance of equipment
- Contributing to the development of annual capital works and preventive maintenance schedules
- Timely reporting of identified building and/or other asset defects

### Professional Development

#### Provide effective leadership of the Facility's staff team by:

- Working as a role model for team members to ensure respected for consumer's dignity, privacy and confidentiality and promote positive relationships between consumers, relatives and staff
- Ensuring work practices, behaviors and interactions are consistent with the Mission, Vision and Values of Southern Cross Care
- Display respect, empathy and understanding towards consumers and their families at all times
- Organising time and workload to maximise productivity
- Ensuring continued participation in self-development, maintenance of knowledge and skills relevant to the position

## SOUTHERN CROSS CARE VALUES

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### Compassion

- We respond willingly and positively to help meet the needs of those around us
- We promote a sense of belonging and community
- We demonstrate and foster empathy and sensitivity towards residents, clients, their families, our colleagues and the whole community

### Integrity

- We look for the good in all people and recognise the contribution of each individual as we work together
- We demonstrate honesty and trustworthiness in all that we do
- We are conscientious and ethical in our decision making and take responsibility for our own actions

### Respect

- We believe in the sanctity of life and that each life is unique and has special individual worth and dignity
- We recognise and respect individuality and diversity
- We treat all people with courtesy and respect regardless of gender, ethnic background, religious belief or economic circumstances
- We manage our resources wisely to minimise the impact on the environment

### SELECTION CRITERIA:

#### Essential Selection Criteria

1. Able to meet the "Key Personnel" requirements of the Aged Care Act 1997

#### Desirable

1. Post graduate qualifications in management and/or 5 years' experience in aged care
2. Experience in an Aged and Extended Care Services environment, including demonstrated comprehensive knowledge of aged care and associated management issues
3. Extensive experience in managing in a healthcare setting and/or tertiary qualifications in a relevant discipline

#### Special Employment Conditions

1. Required to provide a satisfactory National Criminal History Record (Police Check) that is not more than three years old on employment and that complies with the requirements of the *Aged Care Act 1997* prior to commencement of employment
2. Required to sign the organisation's Confidentiality Agreement
3. May be required to work outside normal office hours from time to time
4. Occasional intrastate travel

#### Knowledge, Skills and Abilities

1. Proven high-level management skills and demonstrated knowledge and experience in contemporary teams-bases management principles and practices
2. Detailed knowledge of current health care issues and working knowledge of relevant Acts, Regulations, Standards, Policies and Procedures related to Aged Care
3. Strategic, conceptual and analytical skills
4. High level interpersonal skills including communication, negotiation and conflict resolution, proven ability to work constructively as part of a management team
5. Ability to be adaptable and flexible and to achieve results in a changing environment
6. Organisational and time management skills with the ability to develop, implement and coordinate activities and staff
7. Financial management skills and understanding of basic accounting processes
8. Computer skills, in particular the ability to operate Microsoft office suite
9. Written communication skills with the ability to prepare reports and other detailed correspondence as required
10. Ability to operate effectively and make consistently sound judgements including providing direction in emergency/crisis situations

### WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT

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Maintain a safe working environment and adopt safe work practices by adhering to Southern Cross Care Workplace Health and Safety Policy and Procedures and by working in a responsible manner to ensure the safety of oneself, other staff members, consumers and visitors to Southern Cross Care Facilities.

**Actively foster a safe working culture based on injury prevention and early reporting by:**

- Coordinating regular Facility Continuous Improvement and Safety Committee meetings
- Reviewing and where appropriate investigating Workplace Health and Safety issues including hazard identification, risk assessment, implementation of control measures and ongoing evaluation processes
- Participate in the effective management of worker's compensation issues including claims management and return to work programs as required.

Monitor the environmental services within the Facility and ensure appropriate standards are maintained through consultation with the Services Manager.

### AUTHORISATION:

<b>Manager Signature:</b>		<b>Date:</b>	
<b>Employee Signature:</b>		<b>Date:</b>	

**POSITION DESCRIPTION**