



CHIEF EXECUTIVE OFFICER

Position Description and Specification

Sapphire Coast Community Aged Care Group is currently comprised of three registered charities which are public companies limited by guarantee:

Bega & District Nursing Home Limited, trading as

- Casuarina Hostel (residential)
- Hillgrove House (residential)
- Sapphire Coast Home Services (community)

Imlay District Nursing Home Ltd, trading as

- Imlay House (residential)

The Oaks Country Village Ltd, trading as

- The Oaks (retirement)

Purpose: The Chief Executive Officer is responsible for leading and directing the affairs and activities of Sapphire Coast Community Aged Care Group in accordance with the lawful directions of the Board.

The CEO is directly accountable for achieving business goals and objectives determined by and in consultation with, the Board of Directors, and for ensuring the profitability and prosperity of the Company's by diligently pursuing the organisation's Vision, Mission and Strategies.

General Accountabilities: (Includes but are not limited to...)

WORK, HEALTH & SAFETY AFFAIRS

- Provide Leadership, Support and Resources for WH&S Programs.
- Ensure the Commitment of the Board and Management Team to WH&S programs
- Ensure the Development and Implementation of Corporate WH&S Policies
- Report to the Board on WH&S Issues and Performance
- Oversee Quarterly Review of WH&S Programs
- Provide leadership and guidance to assist Sapphire Coast Community Aged Care Group to meet duty of care obligation for safety, health and environmental protection by participating in WH&S related activities such as attending WH&S training and supporting employees to ensure adherence to WH&S Policies and Procedures
- Take reasonable care for the health and safety of yourself and others at the workplace that may be affected by your acts or omissions

ACCREDITATION

- Ensure achievement of quality services and adherence to accreditation standards by all Sapphire Coast Community Aged Care Group operations
- Dedicate adequate resources to ensure the continual review of accreditation standards and conformance to all standards
- Lead and support the continuous improvement programs of Sapphire Coast Community Aged Care Group

CUSTOMER SERVICE

- Create an organisational culture that supports excellence in care to older people, and respects the rights and confidentiality of residents and their families
- Ensure the continual improvement in the care of and services to the residents and clients

EMPLOYMENT SERVICES

- Provide direction to Management Team to ensure adequate staffing of the organisation;
- Ensure the appropriate level of remuneration is set for all employees;
- Perform annual performance reviews for your direct reports, and ensure appraisals are conducted for all employees in Sapphire Coast Community Aged Care Group in accordance with Sapphire Coast Community Aged Care Group Performance Review and Planning Policy;
- Undertake counselling and disciplinary action for direct reports, and supervise any disciplinary action against other staff;
- Provide direction to the Managers in relation to dismissals and terminations;
- Ensure the development and implementation of Sapphire Coast Community Aged Care Group Human Resource Policies and Procedures;
- Ensure a suitable employee relations framework is developed by Management Team and employment related disputes are resolved without litigation;
- Ensure the development and application of diversity management policies and processes;
- Ensure total compliance with the organisation's code of conduct, and ethics policy;
- Direct the development and implementation of appropriate Human Resource Policies and Procedures to position Sapphire Coast Community Aged Care Group as an "Employer of Choice"
- Ensure the retention of all relevant employment records of all employees in accordance with the appropriate legislation

KEY ROLES AND RESPONSIBILITIES

Effective overall leadership and management of Sapphire Coast Community Aged Care Group and its operational units.

Ensure that Sapphire Coast Community Aged Care Group and its services and staff, act in accordance with Sapphire Coast Community Aged Care Group Mission, Vision and Values

Ensure that all legal and industrial obligations of Sapphire Coast Community Aged Care Group are observed including;

- Obligations arising from both Commonwealth and State Legislation;
- The timely completion and submission of financial, statistical and other returns to Commonwealth and State Government Departments;
- The maintenance of appropriate records that protect the interests of Sapphire Coast Community Aged Care Group in the short and long terms; and
- The compliance and conformance of Sapphire Coast Community Aged Care Group sites and services of requirements in respect of certification, accreditation, occupational health and safety, etc

Monitor and improve the performance of Sapphire Coast Community Aged Care Group its services and sites., in terms of their quality and effectiveness. In particular, the use of key performance indicators (KPI's) is to be increased and extended throughout the Organisation.

Ensure the sound financial performance in the short and long terms of Sapphire Coast Community Aged Care Group. In particular: -

- Monitoring and reviewing operating performance on a monthly basis;
- Reviewing annual budgets and monthly budgetary performance reports;
- Monitoring and reviewing capital projects regularly;
- Reviewing plans relating to capital expenditure; and
- Increasing and extending the use of key performance indicators and benchmarking internally and externally.

Support and activities of the Board of Directors by:-

- Working with the Board to enable the Board to fulfil its governance functions effectively and facilitate the optimum performance by the Board:
- Providing information and recommendations to the Board relating to its's role:
- Generally supporting individual Board members in the performance of their responsibilities as members of the Board
- Working with the Board in developing and monitoring the strategic plan:
- Providing timely information on the financial position of Sapphire Coast Community Aged Care Group
- Providing timely information of pertinent operational matters that should be brought to the Board
- The preparation of monthly meeting agendas;
- The provision of secretarial and other support for Board meetings;

Ensure the competitiveness, sustainability and growth of Sapphire Coast Community Aged Care Group by developing and implementing strategic plans and strategies by:-

- Developing appropriate corporate plans and strategies within timeframes determined by the Board;
- Obtaining organisational input into the strategic planning process from relevant stakeholders including Board members, management staff and residents / families;
- Obtaining endorsement of the plans by the Board;
- Ensuring goals and objectives are cascaded through the organisational to achieve the corporate strategies and goals;
- Continually monitoring and reviewing the corporate plans and strategies to ensure they are achieved and to take account of emerging strategies.

Maintain a contemporary knowledge of relevant areas of:-

- Aged Care;
- Commonwealth and State Government requirements impacting on aged care:
- Aged care need on the Far South Coast
- Sapphire Coast Community Aged Care Group policies and requirements;

Ensure a sound approach to staffing including: -

- Maintenance of appropriate levels of properly skilled staff:
- Ensure appropriate orientation for all new staff:
- Improvement in the knowledge and skills of Sapphire Coast Community Aged Care Group staff so they are able to undertake their work effectively and efficiently:
- Participation where appropriate in staff education activities; and
- Adoption of techniques of mentoring, facilitation and coaching to assist staff

Undertake responsibility for the planning and development of new services in a manner which reflects: -

- Sapphire Coast Community Aged Care Group business plans and strategies;
- The needs of the aged on the Far South Coast;
- The financial implications of each proposal; and
- The capacity of Sapphire Coast Community Aged Care Group to provide that service.

Manage change and progress in the organisation by:-

- Developing and utilising effective communication processes;
- Ensuring the review and application of appropriate grievance and dispute resolution procedures;
- Directing the formation and operation of employee participation programs including consultative committees and staff forums;
- Keeping abreast of new developments and practices in the aged care and health sector and communicating these to key stakeholders;
- Maximising networking opportunities within and outside the aged care sector;
- Actively encouraging organisational participation in aged care decision and policy making forums;

Ensure a thorough approach to risk management, which takes proper account of:-

- The safety and health of staff, residents, clients and other persons;
- A systematic approach to risk management;
- Compliance with State and Commonwealth legislation;
- Buildings plant, equipment and consumables;
- The response of Sapphire Coast Community Aged Care Group and it's facilities and services in emergency situations;
- The manual handling risk for staff working in aged care;
- The security of staff, residents, clients and facilities;
- The protection of all assets;
- The provision of adequate insurance cover to protect Sapphire Coast Community Aged Care Group staff, residents, assets and operations; and
- Personal availability out of hours in the event of a disaster or other emergency.

Ensure Sapphire Coast Community Aged Care Group continues to operate as a good corporate citizen by:-

- Effectively utilising government and public funding to ensure they are directed at achieving quality services to older people and in accordance with the relevant funding agreement;
- Adopting efficient environmental management practices to ensure minimal harm to the environment as a result of the companies operation;
- Maintaining a charitable perspective in the organisations mission and values;
- Promotion of a positive public image for Sapphire Coast Community Aged Care Group

Special Conditions

The following special employment conditions apply to this position:

- Relevant graduate and post graduate tertiary qualifications
- An extensive record of experience and achievement in the governance and management at the executive level of a large organisation
- Proven ability to provide leadership that is consistent with the philosophy of Sapphire Coast Community Aged Care Group
- A track record in people leadership and management that values and empowers each person
- Expertise in the financial management of a large organisation
- Expertise in quality improvement systems that reflect a personal commitment to learning, improvement and innovation
- Expertise in working with people from diverse background, particularly of non-English speaking backgrounds
- Effective interpersonal, communication and organisational skills
- Understanding current issues of ageing and the provision of aged care services
- Understanding of and strategic approach to work health and safety and related matters
- Knowledge and experience in strategic planning and service development that is also responsive to the challenge of constant change
- Computer literate
- Some out of hours work will be required
- Some Intra-state travel will be required
- This position requires you to have a satisfactory driving record, current Driver's Licence and be willing to drive
- Current National Criminal History Record Check and Screening Assessment, (Aged Care, Vulnerable Persons) or National Police Certificate