

## POSITION DESCRIPTION



<b>Position Title:</b>	<b>Care Services Manager</b>
<b>Reports To:</b>	Residential Services Manager
<b>Salary/Classification Level:</b>	Health Professionals Collective Workplace Agreement
<b>Reporting To This Position:</b>	Clinical Nurses, Registered Nurses, Enrolled Nurses & Care Workers

### Purpose of the Position

The Care Services Manager leads and manages the operations of the facility to ensure the delivery of high quality person centred and customer focussed services that meet and exceed all required standards.

The position manages the daily operations associated with the delivery of care and other support services to residents to ensure resident's quality of life. This includes working closely with and building positive and effective relationships with key stakeholders, including residents, families and staff, as well as managing quality improvement activities to achieve specific goals and objectives.

### Your Team

The Care Services Manager reports directly to the Residential Services Manager and is a member of the site management team consisting of the Lifestyle Services Coordinator, and Hotel Services Support Manager.

This position is the senior clinician providing recommendations to the Residential Services Manager, and leadership, guidance and expertise to the site management team, nursing and care staff across the site.

### Other Key Relationships

The position co-ordinates and fosters collaborative working relationships with allied health professionals to provide an interdisciplinary approach to healthcare. This includes external health providers such as general practitioners, allied health providers and other health service providers.

The position creates and maintains effective working relationships with corporate stakeholders and individuals including the Care Governance, Human Resources and Workforce teams.

In addition, the role is expected to contribute to the broader organisation through internal clinical networks / groups, and positive working relationships with corporate services teams including admissions, research and development, and the client safety and quality unit.

*This position description forms part of the contract of employment.*

## Key Outcomes & Responsibilities

### Leadership

- / Actively promotes and models the values of the organization, empowering decision making, collaboration, engagement and team work.
- / Leads the development and operational roll out of strategic initiatives at a local level.
- / Builds strong partnerships and networks to facilitate genuine person centred and customer focused outcomes. This includes fostering positive relationships with residents, families and staff.
- / Actively promotes and protects the image and reputation of the organization.
- / Manages and mentors staff, promoting a holistic, responsive and person / customer focused approach.
- / Leads and manages change within the facility.

### Management

- / Oversees the development, performance outcomes, and flow of care activities throughout the facility.
- / Ensures performance development activities are undertaken across the facility as required, including competency development and maintenance, and performance management
- / Empowers and encourages staff to reach their full potential and leads by example.
- / Ensures that key business processes are effectively and continually followed, including;
  - o Operational and risk management, including staff work health and safety
  - o Quality Improvement, Accreditation and ACFI;
  - o Consumer engagement and feedback;
  - o Human resources and training, and
  - o Provision of client services;

### Service Delivery

- / Embeds a person centered and customer service approach to service delivery through leadership and role modeling, especially the Helping Hand Way.
- / Oversees and monitors the provision of care and services within the home to ensure that the physical, social, emotional and spiritual needs of residents are met.
- / Understands and supports the roles and rights of families in the provision of care and support to residents.

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- / Ensures standards of service delivery are in accordance with best practice; flexibility to meet the needs of the individual; sound and safe clinical practice; and compliance with organisational policy, practices and government regulation.
- / Provides clinical guidance, professional support and advice on resident and care related issues as required.
- / Ensures documentation is maintained in accordance with required standards.
- / Provides an innovative approach and commitment to best practice.
- / Facilitates a team based approach to service delivery.
- / Consults with medical practitioners and other health professionals to ensure best outcomes for residents
- / Nurtures and grows competencies, and staff skills by active recruitment, workforce development and effective and contemporary leadership.

### **Quality Improvement and Accreditation**

- / Actively pursues continuous improvement opportunities across the site including through the site Continuous Improvement plan and participation in quality activities.
- / Ensures that care and lifestyle customer and staff feedback is effectively collected, analysed and responded to and that opportunities for improvement are identified and taken up.
- / Provides written reports and other documentation on a regular basis and as required.
- / Ensures accurate collation and evaluation of clinical incident data, to improve resident outcomes
- / Actively ensures compliance with the Commonwealth Aged Care Quality Standards and Expected Outcomes, across all areas of care by coordinating and conducting internal audits and assessments.
- / Ensures that Helping Hand policies and practices are followed and fully complied with throughout the site.
- / Ensures that regular and effective communication is in place, including regular meetings, resident and family meetings, staff meetings, and work health and safety meetings.
- / Informs relevant managers of any exceptional events that occur

### **Human resources**

- / Leads a multi-disciplinary team approach in day to day service delivery across the residential care facility.
- / Assists with the recruitment and supervision of staff in line with the policies and processes.
- / Supports activities that assist with staff retention.

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- / Carries out staff performance reviews/assessments on an annual or as needed basis and manages performance improvement plans.
- / Provides leadership, education, skills development and day-to-day support for nursing staff in all aspects of healthcare service delivery.

### **ACFI and Occupancy**

- / Ensures that all funding claims are based on sound data and able to be maximised within an ethical framework.
- / Works with the ACFI team to actively support the ACFI review process at site, especially the Clinical Assessment and Documentation RN (CAD).
- / Works toward the achievement and maintenance of the site's occupancy targets (and ACFI targets) including developing strategies to meet and sustain these targets.
- / In conjunction with the ACFI team, ensures staff are adequately trained in ACFI documentation, as well as other assessments.

### **Resource Management**

- / To liaise with administration staff with the application of the rostering process in collaboration with the Residential Services Manager.
- / To monitor effective management of material and human resources.

### **Personal & Professional Development**

- / To comply with the Nursing and Midwifery Board of Australia's code and guidelines and acts to correct any unsafe nursing practice.
- / To comply with the Helping Hand's code of conduct and act professionally at all times when dealing with residents, their families and visitors to the facility.
- / To practice in accordance with all relevant legislation and clinical/professional standards/guidelines.
- / To maintain contemporary professional knowledge and skills through participation in professional development activities, both internally and externally. This will be evidenced through participation in HHAC's Continuing Professional Development, My Learning Program.

## Selection Criteria

### Essential

- / Demonstrated experience in a leadership role with experience in workload management, performance management and critical and reflective thinking skills in decision making and problem solving.
- / Demonstrated high level of interpersonal skills, with ability to liaise with people from a diverse range of backgrounds and the ability to be cross culturally sensitive.
- / Good written and verbal communication skills including experience in preparing reports, analysing data and providing recommendations.
- / Demonstrated understanding of financial, material and human resources management.
- / Understanding of the principles and contemporary practice relating to change management.
- / Demonstrated understanding of quality assurance and continuous improvement.
- / Demonstrated high level of understanding and experience in working within regulatory and legislative practice parameters in relation to nursing practice.
- / Demonstrated commitment to continuing professional and personal development.
- / Current registration and practicing certificate with Australian Health Practitioner Regulation Agency as a Registered Nurse.
- / Experience in the use of Microsoft desktop products such as Word, Excel and Outlook.
- / Current Police clearance

### Desirable

- / Post basic qualifications relevant to aged care or management.
- / Understanding of the aged care sector and contemporary issues relating to the Aged Care Industry.
- / Knowledge and experience of documentation and continuous improvement requirements in aged care.
- / Knowledge and experience of the Aged Care Funding Instrument.
- / Tertiary qualification in gerontic nursing.



## Customer Service ...the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

- 1** We always offer choice.
- 2** We engage.
- 3** We speak clearly, politely and respectfully.
- 4** We deliver on our promises.
- 5** We make their day!

## Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

### Compassion

- / Demonstrate your concern for others and do everything you can to help.
- / Recognise and consider people's feelings and circumstances.
- / Treat others with respect, courtesy, care and compassion.
- / Support and value the contribution of other team members.

### Respect

- / Recognise and consider people's feelings, choices and rights.
- / Maintain the privacy and confidentiality of others at all times.
- / Conduct yourself with honesty, fairness and integrity.

### Excellence

- / Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- / Take responsibility for your actions and behaviours.
- / Strive to improve the quality of services to our clients and to each other.
- / Go the extra mile in order to deliver the best outcomes.
- / Strive to create new and better ways of doing things.

### Community

- / Foster connection with our clients, our teams, each other and our community.
- / Value and support difference in our community and value the contribution that difference provides to us.

## Work, Health & Safety

### Arrive Safe, Work Safe and Go Home Safe

- / Make sure you keep your safety and others safety top of mind. Work safe all the time!
- / If you notice someone doing something unsafe, ask them to stop or find a safer way.
- / Do the training we ask you to do....it's for your own and others safety.
- / If you notice something that is a potential risk or hazard to your safety or others safety – report it. Hazards – turn into accidents! Watch out for spills, things in the way of people, equipment that isn't working.
- / If you report it...be a part of the solution. We need your ideas, solutions and feedback.
- / If you need equipment to do your job safely – make sure you use it. It's there to keep you safe...
- / If equipment isn't working properly – tell everyone around you and then tell us so we can fix it.
- / If you are involved in an incident or are injured...tell us straight away. Your supervisor will be able to help you.