

POSITION DESCRIPTION



Position Title:	Residential Services Manager
Reports To:	Executive Manager Residential Services
Salary/Classification Level:	Negotiated Salary Package
Reporting To This Position:	Care Services Manager, Lifestyles Services Manager, Administration Team Leader

Purpose of the Position

The Residential Services Manager leads the delivery of resident focused care at the Helping Hand Parafield facility and has overall quality, financial and operational accountability.

This role is responsible for leading the development and delivery of high-quality care services to the residents of Helping Hand through effective management and leadership of the workforce, financial and other resources.

The position's scope of responsibility includes the leadership, management and coordination of clinical services, general resident care, lifestyle, and administration services. The Residential Services Manager has a principal accountability to recognise and manage all aspects of care delivery, including the physical environment.

The position works closely with the Hotel Services Support Manager, who undertakes the direct supervision of food services, housekeeping and maintenance staff and is responsible for the related service delivery standards and quality in these areas.

The Residential Services Manager is also supported by other corporate functions and positions to assist in the management and provision of care, lifestyle and living environment.

This position is one of 12 senior managers reporting to the Executive Manager which include senior managers responsible for residential, hotel services and business services.

Your Team

The position of Residential Services Manager is one of 8 residential managers spread across metropolitan Adelaide and the Mid North and reporting to the Executive Manager Residential Services.

The other positions reporting to the Executive Manager include the Senior Residential Services Manager, Business Manager and Manager Residential Funding. The Executive Manager also has an Executive Assistant reporting him and the broader leadership team.

Other Key Relationships

The Residential Services Manager is required to establish effective working relationships with the following key roles and/or groups:

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- / Members of the Residential Managers Leadership Team and the Senior Manager Residential Services
- / Hotel Services Manager who has overall oversight for the residential hotel services and environment portfolio. The Parafield Hotel Services Support Manager reports to this role.
- / Residential Services Business Manager providing support for sound financial management, resource planning and decision making.
- / Hotel Services Support Manager to ensure the delivery of high quality, resident focused and responsive food services, housekeeping and building maintenance.
- / Establish working relationships with other key leadership positions within Helping Hand which include the members of the Executive and senior managers within the Corporate Group.

Key Outcomes & Responsibilities

- / Ensure the provision of high-quality resident services aligned with Helping Hand's mission and principles of care and with the aim to optimise resident's quality of life, choice, and independence.
- / In partnership with the Hotel Services Manager, ensure the effective delivery of food services, housekeeping and maintenance services responsive to client preferences and needs.
- / Provide effective leadership and management to direct reports and the wider workforce including performance management, succession planning, team development and performance coaching.
- / Establish and maintain a workforce culture based on organisational values that provide for optimal consumer outcomes.
- / To manage and effectively allocate human, material, and financial resources to achieve planned goals and outcomes, within established budget parameters and via sound service development, business planning, and risk management practices.
- / Responsible for achieving financial targets by maximising funding, realisation of cost efficiencies and with the support of the financial team prepare the annual financial budgets.
- / Ensure compliance with legislative requirements applicable to the management of residential services including but not limited to The Aged Care Act 1997, Fair Work Act, Privacy legislation, and Occupational Health and Safety legislation.
- / To lead and coordinate ongoing evaluation and revision of residential service provision in order to continuously improve systems, processes and procedures to deliver resident focused outcomes.
- / Lead effective assessment, planning, delivery, and ongoing evaluation of care and lifestyle services.

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- / Provide leadership in reasoning, decision making, and problem solving, including the participation distribution and utilisation, of research to ensure evidence based best practice is established in overall care service delivery.
- / To lead a multi and interdisciplinary team and service culture approach to care service delivery, including promoting an environment that supports and empowers staff to use assessments and data as decision making tools in the problem-solving process.
- / To ensure quality documentation, professional assessment, and appropriately evidenced claiming of funding to effectively resource both current and changing care needs of residents.
- / To lead a contemporary team by keeping abreast of reforms in aged care and innovation and research in related areas such as dementia care

*Note that this position has been identified as a **Approved Provider Status Key Personnel (APS KP)** role within the organisation. In recognition of the responsibility and authority to act on behalf of Helping Hand a police check, search of bankruptcy records and completion of the "Approved Provider Status" form is required. If at any time the position incumbent is convicted of an Indictable Offence, the incumbent will be a 'Disqualified Individual' within the definitions contained within the Aged Care Act (1997) and will be unable to maintain their tenure of position.*

Selection Criteria

Essential

- / Formal qualifications in health, aged care or a management related discipline, or comparable business experience.
- / Extensive experience and performance in the delivery of person-centred services in a health or aged care environment.
- / Leadership and management experience in a complex environment including evidence of ability to build and develop strong operational service teams.
- / Demonstrated high order verbal and written communication skills and ability to relate with all levels of staff, client and internal and external stakeholders. Significant interpersonal, negotiation and influencing skills that will foster the cooperation and support of others.
- / Experience in managing and leading teams through change.
- / Demonstrated ability to meet financial outcomes within a service environment including development of annual budgets, financial monitoring and analysis and maximisation of income.
- / Demonstrated experience with financial, quality, risk and compliance within Aged or Health care services.

Desirable

- / An understanding of the national agenda for change in the aged care sector towards consumer directed care.
- / Postgraduate qualifications in health services management or related business qualifications.

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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.

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