

Applicant Information Pack

Residential Services Manager



Helping Hand
new aged care

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Message from Chris Stewart, CEO

While few could have foreseen the global reach of COVID-19, I am pleased to say that Helping Hand remains in a strong position. We have a resilient and professional workforce; a strong financial framework and a cohesive and collaborative Executive team and Board.

I want to reassure potential applicants that we are implementing all possible methods to prevent the spread of COVID-19 in our community and to protect our residents, clients and staff. No applicant will be disadvantaged, or overlooked as a result of COVID-19. We have modified the usual recruitment process to meet all the guidelines around social distance, hand hygiene and infection control. Where necessary, we will arrange interviews via teleconference and where possible, we will reschedule to accommodate people's circumstances.



While the challenges facing the aged care sector in 2020 are significant, our continued growth, innovation and investment in our workforce contributes to build a dynamic and compassionate working environment.

We are proud of our legacy and our reputation for quality aged care in South Australia. We are forward thinking and people-focussed and committed to our vision to be the most trusted and exceptional partner in ageing and wellbeing services.

Helping Hand is committed to playing a transformational role in how this country rethinks its approach to aged care to ensure the highest quality of life, respect and dignity for older Australians.

Our workforce is our most valuable asset and we invest in ongoing professional development with leadership programs that engage and inspire our team to be its best. We also recognise the importance of our working environments and invest in our built and IT infrastructure to ensure state-of-the-art facilities and equipment as well as comfortable, safe and accessible working spaces.

As an organisation we embrace diversity in all its forms and at every level. Our core values are excellence, respect, compassion and community. These are the values we seek in our ourselves and the values that create meaningful experiences for the people who use our services.

As CEO, I want to ensure that everyone who works for Helping Hand feels they are part of a collaborative, inclusive and engaged team of professionals, working together to give older people the best quality of life.

We seek leaders who welcome change, inspire those around them and live our values every day.

I wish you all the best with the recruitment process.

About Helping Hand

Helping Hand delivers innovative and responsive services for older people supporting them to have the best quality of life. Every year, we positively impact on the lives of more than 7000 South Australians as well as their families and friends.

Established in 1953, Helping Hand remains a South Australian not-for-profit organisation. Overseeing our organisation is the Helping Hand Board which provides independent and strategic insight over our governance frameworks, finances, acquisitions, care governance and corporate identity.

As a not-for-profit organisation, we reinvest our profits back into our organisation and our staff through ongoing professional training and development programs and opportunities.

As an organisation we are entrepreneurial and innovative and our strong business model ensures our long-term financial sustainability.

Continuous improvement and sharing ideas and knowledge across the sector is Integral to our approach and we have strong partnerships and alliances with the tertiary sector and across the aged care sector.

Helping Hand is a leader in:

- Home care services
- Respite
- Retirement living
- Residential care homes.

Helping Hand has nine fully accredited residential care homes that provide permanent care, respite and specialist memory support services.

Metropolitan locations:

- Golden Grove
- Ingle Farm
- Lightsview
- Mawson Lakes
- North Adelaide
- Parafield Gardens.

Regional locations:

- Clare
- Jamestown
- Port Pirie.

Our people-centred model of care also applies to our staff. We actively support and foster an inclusive and engaged working culture that welcomes diversity at every level.



Organisation chart



Updated June 2020

2020 – 2025 Strategic vision

In July 2020, Helping Hand will release its *2020-2025 Strategic Plan* which articulates our vision to be the most trusted and exceptional partner in ageing and wellbeing services. The strategy is built around transformation, long-term sustainability and adapting to the changing needs of a future ageing population. Built around four pillars, there are twelve integrated strategic goals which support and build on each other.

Strategy map 2020 – 2025

Vision				
To be the most trusted and exceptional partner in ageing & wellbeing services				
Pillars	Shape our sector	Develop our team	Enable our customers	Grow a sustainable business
	Through our positive and collaborative approach we seek to redefine our sector and the notion of ageing.	We support our people to allow them to do their best work. We create leaders at all levels.	We engage with the people who use our services to create meaningful experiences.	We embed high quality governance frameworks throughout the organisation to ensure future prosperity.
Strategic goals	<ul style="list-style-type: none"> Adopt a research and evidence based approach to innovation harnessing and growing our local and global partnerships to create solutions and tangible outcomes. Enhance and develop service capability and expertise across our residential sites to create specialisations in dementia / palliation / respite / other. Re think our asset redevelopments to create new models of housing, care and service. Specifically the vacant sites at North Adelaide where we can create a world leading ageing and wellbeing precinct. 	<ul style="list-style-type: none"> Establish a 'one team' resource model that fosters collaboration, agility and client/market responsiveness. Develop an inclusive volunteering model to build communities and reduce social isolation. Create a learning organisation that allows our team to grow personally and professionally. 	<ul style="list-style-type: none"> Reimagine and co-design our service models to reflect the entire customer experience and journey. Introduce new methods to support our service delivery through adoption of new practices & technologies. Build and expand our Homecare business leveraging our strong regional presence. 	<ul style="list-style-type: none"> Strengthen our clinical governance and risk management to fulfil the quality expectations of our stakeholders. Transform our corporate support functions and premises to align with and support service delivery. Ensure the highest standards of corporate governance and environmental sustainability are integrated throughout the organisation.
Core values	Excellence • Respect • Compassion • Community			
Mission	We create communities and experiences to enable older people to live their best lives			

Discover the Helping Hand Way

The Helping Hand Way reflects who we are and informs how we strive to achieve our mission to provide innovative and responsive services for older people which support them to have the best quality of life.

Our objectives

The wellbeing of our residents is central to everything we do. We strive to provide a higher quality of life with an array of innovative services that assist older people to achieve:

Individualised wellness

We believe that wellness is a right and determined by the individual.

Dignity of living

We believe everyone is entitled to the care and attention they deserve.

Quality of life

We believe older people have a right to maintain their quality of life, sense of purpose and contribution to the community.

Choice

We believe that choice is about supporting options, client preference and informed decision making.

Our values

Our core values are reflected in everything we do. They form the foundation on which we work, interact, make decisions and develop strategy supporting our mission.

Compassion

We believe in demonstrating our concern for others and doing everything we can to help.

Respect

We believe that everyone has the right to have their feelings, wishes and rights recognised and honoured.

Excellence

We believe in providing the highest standard that goes above and beyond everything we do.

Community

We believe in creating relationships that foster a better connection with our clients, our teams, each other and our community.

Our workforce qualities

The personal characteristics and qualities our staff possess, enables us to deliver our service promise and reflect our values.

Engaged

Our staff listen, are attentive and interested in understanding the needs of our clients.

Dedicated

Our staff are committed to making a difference through their work and always bring their absolute best every day.

Professional

The professionalism of our staff is reflected in their skills and knowledge, respectful communication and courteous behaviour.

Genuine

Our staff's intentions and actions are sincere and authentic in everything they do.

Our service ethos

Putting client choice first is at the core of our service ethos. We achieve this by being:

Connected

We believe an active and engaged community of clients, staff and volunteers offers a welcoming community that is built together.

Personalised

We believe that excellence in care means we deliver our services to suit the needs of the individual.

Considerate

We believe keeping everyone's feelings in mind and understanding their circumstances, will result in better service.

Caring

We believe caring for clients and their choices demonstrates the compassion and respect they deserve.

Residential Care in metropolitan Adelaide

Helping Hand has six residential care homes across metropolitan Adelaide, which are all profiled in his booklet.

As you learn about each home, you will see how we have created warm and welcoming environments – a home for people to make their own as well as a welcoming and comfortable environment that family and friends will enjoy visiting and be part of.

Over time, each home has developed its own unique character and personality. Some feel like contemporary apartment living, others have a cosy, cottage atmosphere.



North Adelaide

Address: 49 Buxton Street, North Adelaide SA 5006

Accommodates: 155 residents

North Adelaide is where the Helping Hand story began.

In 1953, Reverend Arthur Strange purchased a property in Molesworth Street specifically for the care of older people. Today, that vision continues through this contemporary residential care home – the only one of its kind boasting an inner-city location.

From the moment you walk past the friendly reception area, chapel and library – the aroma of coffee in the bustling café draws you in and you feel like you have entered a town square. Tranquil, landscaped gardens create a leafy outdoor sanctuary to be enjoyed by everyone.

North Adelaide has a great lifestyles program, with different activities every day including: exercise groups, indoor bowls, arts and craft. Classic big screen movies are always popular.

Onsite chefs provide fresh meals daily. There is a seasonable menu with an emphasis on local produce. Special meal events are held regularly which family and friends are invited to attend. These include bistro nights, high teas, special cuisines, picnics and more.

Features

- single rooms with private ensuite
- deluxe suites available which include a lounge, an ensuite and a bedroom
- memory support accommodation offering specialised support and care.

Golden Grove

Address: 209 The Golden Way, Golden Grove 5125

Accommodates: 110 residents

Our newest care home, Golden Grove is a contemporary three-storey home with state-of-the-art features and comforts.

Golden Grove opened in May 2019 and is located in the heart of Golden Grove, opposite the Grove Shopping Centre and close to local healthcare services. The home has many appealing shared areas that are great for relaxing, socialising and catching up with friends and family.

Golden Grove has an Allied Health Hub providing a flexible, comfortable space for assessment and therapy. Services offered in the Hub include: exercise physiology, physiotherapy, nursing, occupational therapy, podiatry, nutrition, social support groups, social work and speech pathology.

Features

- café including an undercover, heated outdoor alfresco area
- lounge and sitting areas with televisions, fireplaces and card tables
- gift shop
- library
- theatrette where movies are regularly shown and can be booked for film nights with family and friends
- a bar and lounge area with weekly happy hour
- internet lounge
- chapel
- resident laundry for those who prefer to wash their own clothes
- memory support accommodation offering specialised support and care.



Ingle Farm

Address: 7 Shackleton Avenue, Ingle Farm 5098

Accommodates: 98 residents

Homely, comfortable and welcoming best describe the atmosphere at Ingle Farm.

The Ingle Farm care home is well known for its amazing volunteers and dedicated Auxiliary group who help create a real sense of community. Combined with an outstanding lifestyles program there is always something new to try and enjoy.

Residents can get involved in a range of activities such as carpet bowls, bingo, craft group, exercise therapy, men's group activities, as well as attend regular concerts with visiting entertainers. Highlights at Ingle Farm include special luncheons held throughout the year and regular craft markets - the biggest being held at Christmas.

Physiotherapy, podiatry, exercise physiology and occupational therapy are all offered onsite as well as library, hair salon, chapel and café located onsite.

The home has recently completed a \$10m major redevelopment. Works included:

- refurbishment of allied health area, foyer, café, chapel, and hair salon
- conversion of all shared rooms and bathrooms to 100% single rooms with private ensuites
- construction of additional rooms
- new library
- enhancement of common areas and spaces.

Features

- single rooms with private ensuite
- memory support accommodation offering specialised support and care.

Mawson Lakes

Address: 2 The Strand, Mawson Lakes 5095

Accommodates: 98 residents

Mawson Lakes has been designed to give residents a sense of privacy, within a welcoming and inclusive environment.

Mawson Lakes has established a long-standing relationship with several local schools and their inter-generational programs bring young and old together on projects and activities ranging from art and crafts, conservation and IT.

Regular social activities include: bingo, ball games, quiz and trivia challenges, music recitals and movies on the big screen.

Residents are supported to stay active with Tai Chi, walks and other physical activities and an active gardening club encourages residents to make the most of the beautiful garden areas.

Close to Mawson Lakes Boulevard and Main Street shopping precinct.

Features

- contemporary and spacious single rooms with ensuite
- memory support accommodation offering specialised support and care.

Lightsview

Address: 1 East Parkway, Lightsview 5085

Accommodates: 110 residents

Opened in 2012, our Lightsview residential care home is one of our newest.

Its award-winning contemporary design makes the most of natural light and a spectacular city skyline view. Lightsview is nestled amongst landscaped garden spaces that capture the fragrance, texture and colours of the South Australian landscape.

Lightsview has an active and varied lifestyles program, including exercise groups such as Tai Chi, Movers are Groovers (low impact exercise), table tennis, mini golf and a choir. There is an active Men's Shed group who create beautiful wooden toys, and regular craft, knitting and art therapy groups. Concerts, movies and sing-alongs also form part of the regular activity program available, and special bus tours and shopping opportunities are highlights for residents.

Residents at Lightsview have access to everything they need onsite. This includes a library, internet café, hair salon, allied health, gift shop, chapel and mini golf course – fantastic for the grandchildren and visitors.

Lightsview has private dining rooms, barbecues and heated outdoor areas available to host parties or celebrations with family and friends – they can even provide the catering.

Features

- contemporary and spacious single rooms with private ensuite
- deluxe extra services rooms with private ensuite
- memory support accommodation offering specialised support and care.

Parafield Gardens

Address: 437 Salisbury Highway, Parafield Gardens 5107

Accommodates: 80 residents

There is a real sense of community at Parafield Gardens.

Residents, their families and their friends always feel at home. The home is next to a high school and students often visit to assist with arts and craft, perform music or simply to pop in for a friendly chat. The lifestyles program is fantastic and there is always something new to try. Residents also take regular bus trips to nearby restaurants and attractions.

Parafield Gardens is known for its beautiful outdoor courtyards, these are great spaces for quiet reflection, reading or catching up with friends and families. Getting to appointments is easy as care is offered in the home. Physiotherapy, podiatry, exercise physiology and occupational therapy are all offered onsite. Parafield Gardens is also connected to local doctors who visit residents in the home.

In July 2019, Helping Hand commenced an extensive capital works program. The upgrade included a new café and library area, new gardens and refurbishment of the rooms.

Features

- standard single rooms with ensuite
- deluxe single rooms with ensuite
- memory support accommodation offering specialised support and care
- on-site parking.

Residential Care in regional South Australia

Helping Hand has residential care homes in Clare, Port Pirie and Jamestown. Our fully accredited regional residential care homes offer choice and flexibility and our team of qualified and professional staff offer outstanding care and support.

Each of our homes in regional South Australia is part of the local community, with a history and character that is unique to the region as well as longstanding relationships with local groups and organisations.



Carinya

Address: 17-19a Victoria Road, Clare 5453

Accommodates: 50 residents

Cosy and comfortable, our residential care home in Clare is called 'Carinya', an Aboriginal word meaning 'happy, peaceful home'.

Carinya has been part of the Clare Valley for more than half a century. It was first established in 1954 by the local branch of the Country Women's Association and became part of the Helping Hand family in 2002.

One of the things that makes Carinya so special is its proximity to the social, retail and cultural heart of the Clare Valley. Clare's bustling main street with shops, cafes, the local public library and other places of heritage interest is just around the corner. It's a great place to catch up with family and friends and stay connected to what's happening in the community.

Carinya is supported by an active auxiliary group and a dedicated team of volunteers who arrange activities such as craft, bingo, bowls, exercise therapy, men's group activities and concerts and weekly bus excursions.

Features

- single or double suites with ensuite
- library
- unisex hair salon
- gardens inspired by the local farming community with fruit trees, seasonal vegetables and herb
- beautifully appointed respite rooms with garden views
- bird aviary
- internet café
- open plan communal lounge rooms
- memory support unit that accommodates 16 people.

Belalie Lodge

Address: 1-7 Cumnock Street, Jamestown 5491

Accommodates: 40 residents

Named after a local native wattle tree, Belalie Lodge has been part of the local community since 1978 and became part of the Helping Hand family in 2004.

Strong relationships and connections with local community groups, a dedicated Auxiliary and a team of volunteers ensure the Belalie legacy of care and community engagement continues to thrive.

Residents enjoy a diverse range of lifestyle programs and activities including music concerts, slide nights, ladies craft afternoons, bingo and movie days. A Men's Shed and an interactive in-house museum is also on site.

A recent multi-million dollar refurbishment has enhanced the communal areas and facilities.

Features

- memory walkway, featuring historical photographs of Jamestown
- cafe
- library
- unisex hair salon



Lealholme

Address: 15 Halliday Street, Port Pirie 5540

Accommodates: 104 residents

The name Lealholme means 'haven of welcome'.

The Home is nestled between two nature reserves – Frank Green Park and Woodward Park and conveniently located near Port Pirie's main shopping areas.

Family and community are central to the day-to-day experience of Lealholme. Residents stay connected with regular events such as movie nights, concerts and bus excursions arranged by a dedicated Lifestyles Coordinator. Daily events include arts and crafts, snooker, indoor bowls, bingo and exercise therapy. Lealholme has a strong relationship with some of the local kindergardens and residents enjoy inter-generational visits and activities.

In 2016, the facilities were upgraded to include a specialised, built for purpose, Memory Support Unit.

Features

- library
- private family areas
- internet and self-serve café
- chicken coop
- Men's shed
- unisex hair salon.



Benefits of working with Helping Hand

We invest in you and your leadership team

Helping Hand is implementing the world's largest roll-out of the internationally acclaimed *My Home Life* transformational leadership development program. Commenced in 2019, this three year program will enable almost one fifth of our entire workforce to participate and benefit.

We support you with flexible rostering

We know that you have an important role in the lives of your family and friends. We always try to support you to meet those priorities by providing a flexible approach to your roster.

We support your learning

Helping Hand encourages employees to pursue further education and study to ensure we have the most educated and qualified workforce possible. Employees are entitled to study support, which may include having up to 50% of your degree paid for, the option to take study leave to complete your studies, or a fully funded scholarship.

We surround you with support

Helping Hand has a strong Corporate group which partners with you in your work to create the best outcomes for our clients and our staff.

We show our appreciation

September is our Staff Appreciation Month, where we focus on our valuable staff and the contribution they make to our organisation. Helping Hand recognises every single year of service that you provide to us. We celebrate your contribution and commitment to us – and thank you each and every year.

Free support and counselling

Our Employee Assistance Program offers free, confidential counselling and support to you and your immediate family members.

We pay you correctly and on time

Our payroll team is second to none. They focus on making sure you receive the right pay on time every fortnight. They deliver great customer service to our staff and always strive to respond and resolve any issues quickly.

We support you to minimise the tax you pay

As a not-for-profit organisation, Helping Hand can offer you the benefits of salary packaging, a scheme approved by the Australian Tax Office that increases your take home pay. We partner with the Community Business Bureau (CBB) to provide the best support to our staff about using salary packaging. CBB is also a not-for-profit organisation providing great customer service to our staff.

We'll keep you safe

We are leaders in providing a safe work environment, which is one of the reasons we worked towards, and achieved, self-insurance. Our safety and wellness motto: *Arrive Safe, Work Safe, Home Safe* describes our attitude of being proactive in managing any safety or injury issues. You can be sure that when you are employed by Helping Hand, you are working with people, and in an environment, that puts your safety first.

How to apply

If you would like to discuss any aspects of this role, please contact

Live field

Live field

Application requirements

Your application must include:

- Cover letter
- Resume

Application details

Submit your application online through the Careers page of our website
helpinghand.org.au/careers/job-vacancies

COVID-19 update

In response to COVID-19, all initial enquiries will be managed by email or telephone.

Visiting restrictions are currently in place across all Residential Care Homes. Site virtual tours and information is available from the website.

Should you be asked to attend an interview, we will contact you to ask you a few screening questions around COVID-19. This information will be treated in confidence and will help us agree on a preferred format for the interview i.e. teleconference.

To read more about Helping Hand's approach and plans for COVID-19 visit
helpinghand.org.au/wellness/latest-health-updates/



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