Position Description

**Service Manager – Home Care and Supported Living**

**Department/Team:** Aged Care **Classification:** Award Free **Instrument:** Award Free **Location:** Various Services

**Reports to:** Operations Manager Home Care and Supported Living, General Manager Home Care and Supported Living

**Direct Reports:** Home Care Coordinators, Home Care Registered Nurses, Home Care Administrators, CHSP Coordinators, Maintenance Officers, Allied Health Professionals

**Effective Date of PD:** April 2024

# Primary Objective:

The Service Manager is an integral member of leadership in an inter-disciplinary team that delivers high quality, evidence-based person-centred care and support. The purpose of the Service Manager is to oversee the effective day-to-day functions of the Service portfolio, to ensure the Service meets regulatory and organisational requirements, whilst achieving long-term financial viability, and maintaining effective relationships with key stakeholders and the community.

If an allied health professional or nursing professional is the successful incumbent of this role, it is anticipated that they will provide some oversight and clinical governance to the broader clinical team/s across our portfolio.

# Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

* Aged Care Team;
* Support Centre employees;
* Community Partners including health professionals;
* Clients and Family;
* Auditors;
* All service employees.

The position has indirect reports of (dependant on Service structure):

* All other service employees.

The Service Manager is directly responsible for the operating budget of the services they manage. Budgets are compiled in consultation and to align with the strategic direction of the organisation.

# Key Accountabilities:

## Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Service Manager is a **Leader of Teams**.

* Ensure that team practices are informed by client experience and feedback is regularly sought and provided;
* Responsibly initiate opportunities for improvement to support team effectiveness and positive client outcomes;
* Drive collaboration and strong working relationships that encourage shared goals and enable teams to work together effectively;
* Demonstrate and role model a focus on self-development, openness to feedback, and resilience through challenging situations;
* Deliver strategic outcomes through innovative problem solving, organisation, and improvement of processes;
* Develop, execute and evaluate team plans and processes that use resources efficiently and deliver high-quality outcomes.

## Role Specific Accountabilities:

* Implement and manage the success of a strategic plan for the Service, consistent with the Lutheran Services strategic vision;
* Manage Care Coordinators and oversee the care and supports of clients, demonstrating excellence in communication with all internal and external stakeholders of Lutheran Services.
* Collaborate with the Home Care and Supported Living management team to establish and maintain a Service that delivers high quality evidence- based care in line with all regulatory standards and Lutheran Services policies;
* Manage the financial budget and resources allocated to meet all KPIs for the service;
* Ensure the Service meets regulatory and organisational requirements, by having accountability to all external regulations and internal policies;
* Establish strong relationships and maintain open communication with the residents and their families, to ensure all needs are met and residents are satisfied with their home;
* Establish and maintain rapport with local community, government departments, unions, health professionals, industry bodies and other external stakeholders;
* With the support of People, Culture & Development, perform high level employee management, to ensure the Service recruits and maintains a high performing work force that perform their duties in line with Aged Care Quality Standards and Lutheran Services policies and the Enterprise Agreement;
* Work collaboratively with Scheduling Team to ensure best use of resources and interpretation of the enterprise Agreement, to deliver cost effective services and supports to clients.
* Work collaboratively with Support Centre, Service teams and Chaplains to ensure delivery of efficient and effective operations and that resident dignity, wellbeing and choice is upheld in line with the Lutheran ethos;
* Partake in the admissions and sales process, approving all new admissions to the service;
* Manage and respond to all quality reviews and audits to ensure compliance is maintained and continuous improvement is maintained and role modelled;
* Respond to all performance related issues, complaints, emergency situations and mandatory reporting incidents promptly and in accordance with legislation and Lutheran Services policies, liaising with People, Culture & Development where necessary;

# Position Requirements:

## Essential:

* A dedicated commitment to excellence in customer service within a home care environment;
* Solid experience in Community / In-home Aged Care, managing a diverse team of clinical and care staff;
* High level critical thinking, analytical and problem-solving skills;
* Experience working with the Aged Care Quality Standards and relevant legislation;
* A demonstrated commitment to the philosophy of person-centred care;
* Reasonable experience in quality processes, accreditation and evidence-based practices, identifying areas for improvement;
* Experience managing business operations, budgets and finances, including sound knowledge of CHSP & HCP funding
* High level interpersonal and communication skills applied in a dynamic, multidisciplinary environment with a range of stakeholders;
* Experience in Dementia Care, Palliative Care and the Ageing process;
* Holds a Queensland Driver’s License (unrestricted);
* Must maintain a valid NDIS Worker Screening;
* Must maintain a valid Police Check.
* Must maintain vaccination requirements.

## Desirable:

* Tertiary qualification in Allied Health or Nursing, Management, Business or related field;
* Intermediate skills with Microsoft Office Suite;
* Established networks within the Aged Care industry and Service region;
* Experience using electronic care management systems.
* Experience in effective change management