



Lutheran Community Care

Brief
Service Manager – Salem Lutheran Aged Care
Lutheran Community Care

Lutheran Community Care (LCC) seeks the services of an accomplished Service Manager, with a proven track record in transformational leadership, to lead the team with the capacity to support strategic and tactical decision making as well as manage all operational aspects of the service.

LCC is a medium size church based, non profit organisation that provides aged care, disability, mental health, youth and family services in various locations in South East Queensland. LCC's annual revenue is approximately \$84 million. LCC employs approximately 1350 staff and several hundred volunteers.

The environment in which LCC operates is undergoing significant change and reform. The Australian government spending on aged care will more than double relative to national income between 2010 and 2050.

In this environment, LCC plans to invest significantly in the modernisation of existing aged care infrastructure and diversify residential aged care services into broader supported living communities offering a broader range of accommodation options, housing and service choices.

Critical aspects of the role will encompass strategic, operational and business leadership.

Responsibilities:

More specifically the responsibilities of the position will:

1. Ensure that the facility delivers high quality services and meets all related regulatory standards.
2. Lead the staff of the service in a manner that promotes a high performance and innovative workplace culture.
3. Oversee all aspects of the service's finances including budgeting, resource allocation, monitoring, financial reporting and coordinating regular finance meetings.
4. Work with the senior clinical leader to ensure clinical standards are met and to manage the application of the Aged Care Funding Instrument (ACFI) to optimise funding for residents.
5. Work with the senior clinical leader to assess the waiting list for optimising admission.
6. Attend prospective client meetings.
7. Update Medicare of residents' movements.
8. Ensure the effective recruitment, training and performance management of employees.
9. Develop and monitor processes for evaluating, reviewing and enhancing services to ensure that they remain cost effective and centred on the needs of the residents.
10. Ensure that the service is effectively promoted to potential residents and their families, referral agencies and the community generally, including the promotion of retirement living.



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11. Prepare end of month reports on all aspects of the service's performance.
12. Develop and maintain appropriate links with the community and the industry.
13. Oversee contractor liaison and coordination.
14. Ensure the safety and maintenance of all property and equipment.
15. Maintain and further develop effective peer group relationships within LCC.
16. Support the formulation and implementation of plans for the service's development.

Critical to your success in this role will be your ability to demonstrate:

- Your ability to develop an exceptional service culture.
- An expectation that you will develop strong strategic health service relationships in the Toowoomba and Darling Downs district.
- Your contemporary business and people leadership in the aged care sector with the ability to 'think outside the box' in a dynamic and innovative organisation.
- An open, consultative style and sensitivity to complex organisational dynamics and the ability to work constructively with change and potential conflict.
- A track record in successfully managing a human service organisation in a time of rapid growth and a constantly changing environment.
- An ability to work with and manage a diverse workforce, demonstrating outstanding judgement and a proactive approach to the resolution of issues

Qualifications and Requirements:

- Occupants of this position need to have a strong record in the management of aged care, retirement living and community services. A management, business or similar qualification would be well regarded.