

<b>Position:</b>	General Manager	<b>Service:</b>	Trinder Park Aged Care
<b>Department:</b>	Aged Care	<b>Updated:</b>	September 2017
<b>Conditions:</b>	Common law contract LCC Aged Care Service Enterprise Agreement 2013		

### **Purpose of the Role**

Provide leadership within this aged care service in order to ensure that it:

- Enhances the well-being and happiness of residents and promote their dignity and independence;
- Meets all regulatory and organisational requirements;
- Maintains long-term financial viability of the service;
- Has a strong and effective relationship with the community and other relevant aged care related organisations.

### **Operating Environment**

This position is located in Woodridge at Trinder Park Aged Care of Services, a respected not-for-profit organisation providing services in the fields of aged care, disability, family support, youth support and chaplaincy in Queensland.

The governance structure is outlined in the organisation's by-laws. The overall policy framework for all Lutheran Services is determined by the elected Lutheran Services Council and operational policies are determined by the Chief Executive Officer.

### **Trinder Park Aged Care**

Trinder Park consists of 55 Independent Living Units, 156 Residential Aged Care places, an Allied Health Clinic and disability accommodation.

### **Reporting Relationships**

The General Manager reports to the Director of Aged Care, who is located at the Support Centre in Milton (near Brisbane CBD).

The General Manager supervises all managers within the functional areas at Trinder Park. He or she also works collaboratively with a Committee of Service which is comprised of volunteers from the local Lutheran congregation.

### **Major Responsibilities**

Within the delegations and policies established by Lutheran Services and working in collaboration with relevant Support Centre managers and employees, the occupant of this position will:

- Ensure that the facility delivers high quality services and meets all related regulatory standards.
- Lead the staff of the service in a manner that promotes a high performance and innovative workplace culture. This will include developing and implementing the concept of person centred care.
- Oversee all aspects of the service's finances including budgeting, resource allocation, monitoring, and reporting on all aspects of the service's performance.
- Ensure business decisions are grounded in sound financial criteria. Provide insight & analysis of financial data and information to support Lutheran Services' key financial objectives.
- To work within the Lutheran ethos.
- Ensure the effective recruitment, training and performance management of employees
- 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.
- Ensure that the service is effectively promoted to potential residents / clients, their families, referral agencies and the community generally.
- In consultation with the Director of Aged Care and the Development Control Group be actively involved in the master planning and service redevelopment process and future place making strategy of Trinder Park. This will include the modernisation of the existing buildings, infrastructure and services.
- Develop relationships, links and networks with the wider community and the industry.
- Ensure the safety and maintenance of all property and equipment.
- Formulate and implement plans for the service's development.
- Participate as a member of the Lutheran Services Aged Care Managers forum and provide support to other Lutheran Services facilities as required.
- Consult with the Care Manager and continue to develop a system to monitor predictability in the clinical and quality systems.
- Develop a vibrant arts and creative activities program.
- Develop a culture of exceptional service.
- Lead the implementation of the Blue Ocean strategy initiatives at the service.

### **Qualifications and Experience**

Candidates should have a strong track record in the management of aged care services. A management, business or similar qualification would be well regarded.

The incumbent may be required to provide information in relation to pre-existing medical conditions or injuries relevant to this position and submit to a pre-employment medical.

**NOTE:** This job description is not intended to be all-inclusive. The Employee may perform other related duties to meet the ongoing needs of the organisation.