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| **POSITION DESCRIPTION AND SPECIFICATION**  **FACILITY MANAGER** | | |
| Approved by: Matt Sierp | Authorised on: 06/2020 | No of pages:5 |

Sapphire Coast Community Aged Care Group operate these registered charities which are public companies limited by guarantee:

**Sapphire Coast Community Aged Care Ltd**: trading as

* Hillgrove House (residential)
* Imlay House (residential)
* Sapphire Coast Home Services (community)
* The Oaks Country Village (retirement)

This position is responsible for directing, supervising and coordinating the overall residential business operations of the facility and / or facilities.

The Facility Manager will provide effective management of all services within the facility.

Participates in the development and administration of policies for resident / client and business operations.

Participates in strategic planning for the Care Home and the broader organisation

The Facility Manager will undertake and focus on leadership, strategic direction and operational management of clinical and support functions.

This position is part of an executive team with the key responsibility to ensure the highest standard of service delivery and outcomes within budget, complying with relevant legislation and care standards.

The position reports directly to the Chief Executive Officer and oversees the nursing, care staff and all other disciplines across the services managed.

Key Accountability Areas

Commensurate with Sapphire Coast Community Aged Care Group strategic objectives established to achieve the delivery of quality services you will be required to:

1. **Promote and work within the Purpose and Values of the organisation**

1.1 Participate in the development of strategic and operational planning that supports the continuing growth and viability of Sapphire Coast Community Aged Care Group

1.2 Promote and articulate the role and function of Sapphire Coast Community Aged Care Group with residents, relatives, other health workers and the wider community.

1.3 Participates in maintaining systems, policies and protocols that reflect the mission and philosophy of Sapphire Coast Community Aged Care Group and comply with the legislative requirements of relevant funding and governing bodies at all government levels.

1.4 Manage the facilities in a manner that provides for all stakeholders to exercise their rights.

1.5 Foster and lead a culture within the facilities of continuous quality improvement.

1.6 Maintain a committee structure through which quality activities are instigated and monitored.

1.7 Participate in and encourage the delivery of quality care to residents and clients. In order to meet your commitment to these goals you will be required to work with colleagues and team members within a range of facilities and across the organisation and with other legal entities, ensuring all accreditation standards are met.

1.8 Undertake special projects as directed

**2. Manage human resources to meet the service needs of the Facility**

2.1 Foster an environment in which employees are willing and able to work towards Sapphire Coast Community Aged Care Group established objectives.

2.2 Foster and maintain effective communication processes which facilitate information flow throughout the organisation.

2.3 Determine the necessary skills mix and personnel required to meet service requirements being cognisant of budget limitations.

2.4 Undertake, or delegate, the completion of an annual training needs analysis to ensure employees’ skills and knowledge meet the requirement of their roles and responsibilities.

2.5 Monitor and respond appropriately when human resource expenditure deviates from agreed budget expectations.

2.6 Recruit and select employees in accordance with Sapphire Coast Community Aged Care Group ’s policy and protocols.

2.7 Maintain employee records in accordance with Sapphire Coast Community Aged Care Group’s policy and protocols.

2.8 Manage employees in accordance with relevant industrial awards, workplace agreements and/or service agreements.

2.9 Establish and monitor a training budget to facilitate the implementation of the annual training plan.

2.10 Maintain an annual performance appraisal system.

2.11 Recognise, assess and determine appropriate strategies to be taken when an employee’s performance does not meet the organisation’s expectations.

2.12 Facilitate the personal and professional development of employees through counselling, mentoring and coaching.

2.13 Participates in the refinement of the quality improvement process at the facilities

**3. Commitment to personal and professional development**

3.1 Maintain skills and knowledge related to work role.

3.2 Seek opportunities to undertake continuing professional development through external agencies.

3.3 Maintain own continuing education records.

3.4 Disseminate information to other members of the work team of current aged care issues, trends and policy directions.

3.5 Participate in annual performance review in accordance with Sapphire Coast Community

Aged Care Group ’s policy.

**4. Maintain Work Health and Safety**

4.1 Establish and/or modify policy and protocols that promote personal safety and risk management according to current legislation, regulations and associated codes of practice and standards.

4.2 Provide adequate resources for education and training to facilitate personal safety and risk management.

4.3 Establish and/or maintain a system that, in consultation with employees, addresses hazard identification, risk assessment and control in relation to work practices and the work environment.

4.4 Establish and maintain processes that facilitate consultation in relation to the identification and resolution of occupational health and safety issues.

4.5 Monitor the analyses of incident and hazard investigation data with Clinical Governance Manager to identify trends and priority actions.

4.6 Develop and/or maintain protocols for the early identification, treatment and management of injury and disease.

4.7 Monitor, or delegate the monitoring of, all external contractors and volunteers to ensure that they comply with Sapphire Coast Community Aged Care Group ’s risk management and hazard reporting systems and are provided with all necessary information, training and equipment in order to protect their health and safety.

4.8 Develop and/or maintain an Occupational Rehabilitation Protocol and manage all Workers Compensation, Occupational Rehabilitation and Return to Work programs in the facility.

4.9 Maintain and review annually a contingency plan to address emergencies and other

disasters.

4.10 Participate and maintain Work, Health and Safety Policy and Protocols

**5. Manage physical resources to meet the service needs of Sapphire Coast Community Aged**

**Care Group**

5.1 Coordinate the purchase and distribution of supplies to all departments as per delegation and authority policy.

5.2 Monitor the utilisation of supplies and respond appropriately when expenditure deviates from budget expectations.

5.3 Process relevant documentation for payment of services and provision of services as per delegated authority.

5.4 Identify and make recommendations regarding the replacement and/or acquisition of new equipment and services.

* 1. Monitor the availability and maintenance of all equipment and services.
  2. Establish and/or maintain service agreements with all service providers.
  3. Plan and manage problems related to staffing, utilization of facilities, equipment and supplies for the facility and / or facilities

**6. Manage the delivery of quality care to residents**

6.1 Maintain processes for the safe and efficient admission of residents to Sapphire Coast Community Aged Care Group

6.2 Monitor the documentation of clinical practice and decision making to ensure it complies with Sapphire Coast Community Aged Care Group ’s policy and protocols and validates funding claims while meeting accreditation requirements.

6.3 Support and guide members of the health care team through ethical decision making.

6.4 Maintain effective communication with all stake holders to facilitate optimal, quality care along a continuum that supports the resident’s choice.

6.5 Liaise with residents/persons responsible to monitor that residents’ rights are being observed and to assist in the resolution of complaints when they arise.

6.6 Ensure facility staff utilise quality systems to formally assess, monitor and evaluate all areas of service delivery and stakeholder satisfaction to continuously improve service delivery.

1. **Site specific Budgets**

7.1 Delegate authority and responsibility as appropriate whilst remaining accountable overall.

7.2 Develop documentation systems and processes to support managers to maximise income

through effective documentation.

* 1. In consultation with facility staff and CEO develop annual budgets for all business units
  2. Ensure budget for the facility is met and or strategies developed to address any budget deficit monthly.
  3. Manage physical resources to meet the daily needs of the facility within budget
  4. Participates, manages, and implements financial and business planning activities

**JOB DESCRIPTION REVIEW:** This job description will be reviewed and updated, if necessary, during the employee annual review.

**SELECTION CRITERIA**

**Position Title**: Facility Manager

**Classification:** Agreed Salary

**Reports to:** Chief Executive Officer

**1. QUALIFICATIONS**

* 1. Five years’ experience in Senior Management including change management
  2. Tertiary qualifications (Healthcare/ Management)
  3. Management and / or aged care experience

**2. SKILLS & RELEVANT EXPERIENCE OR KNOWLEDGE**

Essential skills

2.1 Demonstrated ability to uphold and promote the Purpose and Vision.

2.2 Excellent quality systems and regulatory compliance management.

2.3 Ability to inspire, motivate and lead staff.

2.4 Financial management skills, including budget preparation and monitoring.

2.5 Excellent report writing skills.

2.6 Excellent interpersonal communication skills.

Desirable experience

2.7 Experience working within context of:

* Aged Care Act
* Aged Care Standards and Accreditation
* Aged Care Funding Instrument
* Work Health and Safety requirements

2.8 The following skills and abilities are considered essential for the position:

* Ability to manage in a complex, dynamic environment delivering high standards of service within an agreed budget
* A willingness and capacity to embrace the Purpose and Values.
* Work within Policies and Procedures.
* National Police Clearance.
* ‘**C**’ Class Drivers Licence