**POSITION DESCRIPTION**



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| **Position Title:** | **Residential Care Service Manager** |
| **Department/Location:** | Service Delivery  Please refer to letter of employment for location |
| **Employment Status**: | Please refer to letter of employment |
| **Reports To:** | Group Manager |
| **Direct Reports:** | Team Leaders, Coordinators and all Staff and Volunteers at the Service |
| **Key Relationships/Interactions:** | **Internal:** Anglicare Southern Queensland Directors; Group Managers; Business Performance Team; all members of the Anglicare Leadership Team; Other Residential Care Service Manager’s; Diocesan Services Commission including Shared Services; Financial Services Commission; and Anglican Parishes. |
| **External:** Government Departments, Agencies, Other Regulatory Bodies, Service Providers, Anglicare Australia and other Network Groups, Clients & Resident’s & their Family Members. |

**Position Statement / Overall Purpose**:

This role’s overall purpose within Anglicare SQ (Anglicare) is to oversee the operations of the Residential Care Services ensuring the Anglicare strategic plan is enacted.

The Residential Care Service Manager will work with the Group Manager to provide leadership and support to the Service in the areas of service delivery; client centred culture development; management of human resources; business performance and financial management; quality care governance; contractual compliance and risk management.

The Residential Care Service Manager will work with the Group Manager and other Service Managers within their Region to ensure cross-referral of client care; partnering with Parishes and promoting relationships with stakeholders, such as funding bodies, and network groups.

**Position Specific Requirements & Qualifications:**

1. Current Queensland Driver Licence.
2. Current Blue Card (Working with Children) with Yellow Card exemption
3. Current National Police Certificate
4. Undergraduate degree in Health, Human Services or similar
5. A post-graduate qualification in one of the above areas or working towards (desired).
6. Qualifications and demonstrated experience in Business Management (desired).
7. Relevant operational and management experience within the community, human services or health sectors.

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**Key Selection Criteria:**

1. Demonstrated ability to lead and develop a client centered Service that results in exceptional quality outcomes for clients, families and significant others.
2. Demonstrated ability to implement effective management tools supporting service delivery and improvements (e.g. budgeting, controls, processes, policies and systems).
3. Demonstrated experience managing the financial performance and sustainability of a community, human services or healthcare service.
4. Excellent written and verbal communication skills.
5. Demonstrated ability to build effective and collaborative relationships with community partners and stakeholders.
6. Demonstrated experience in managing and mitigating risk.
7. Demonstrated leadership capabilities including influencing positive change management.
8. Business development skills demonstrating an ability to proactively grow a Service in line with an organisational strategic plan.
9. Passionate about Anglicare’s vision, mission and values and the work of the Anglican Church and ability to promote the same.

**Key Accountabilities and Responsibilities:**

1. **Accountability: Leadership**

***Provide strategic and operational leadership to the Service.***

**Responsibilities:**

* + Ensure that the Service operates consistently and ethically within the mission and values of ASQ and is united with the direction of the Church.
  + Provide effective leadership by role modeling a management style which empowers staff, and facilitates the development of a cohesive team.
  + Lead, coach, develop, recruit and retain high performance team members with an emphasis on developing and inspiring a positive client focused culture within the Service.
  + Embed a culture of embracing innovative change.
  + Build strong relationships with local Parishes.
  + In collaboration with the Group Manager, Directors and Practice Leads maintain excellent relationships with all stakeholders including clients and funders to ensure ASQ’s strong reputation in the sector as a provider of choice.

# Accountability: Strategy

***As part of the senior management team participate as a contributor of the strategic planning process.***

**Responsibilities:**

* + Be actively involved in the strategic planning process including bringing forward innovative ideas and challenging existing practices to achieve best practice and evidence based outcomes.
  + In collaboration with the Group Manager report on performance against the strategic plan and take corrective action to respond to trends.
  + Ensure all staff members understand the organisational direction and how they contribute to the achievement of the strategic intents.
  + Be responsive to changes and innovation within the industry. Grow the business in line with the strategic plan and the vision of the Church and the Diocese.

# Accountability: Operations

***Oversee the management of the operations of the Service.***

**Responsibilities:**

* + In collaboration with the Group Manager develop, implement, continuously review and monitor the operational plan to ensure achievement of the strategic plan.

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* Work with the Group Manager and the Business Performance team in the development and monitoring the annual operating budget.
* Provide appropriate and timely feedback to staff on their performance and undertake performance reviews in accordance with the Anglicare framework and ensure follow up is undertaken.
* Lead the Service to review and implement integrated, innovative, high quality and cost effective client centered models of service delivery using efficient business and management processes.
* Oversee and ensure service delivery meets funding body contractual obligations.
* In collaboration with the Group Manager and the Quality, Learning & Workforce Development teams, ensure quality systems are implemented and maintained for continuous improvement.
* Ensure compliance with legislative, regulatory, funding body and Anglicare policy requirements.
* Lead the resolution of complaints and investigation of incidents for the Service, in accordance with Anglicare policies and processes.
* Identify opportunities for the Service to leverage cross-program strengths to take advantage of new opportunities and/or to address organisational challenges within the Regional area.
* Ensure that we seek feedback from our clients and staff and be responsive to this.
* Partner with the Group Manager and the Mission & Social Justice team in relation to social justice and advocacy and in forming parish partnerships.
* Ensure healthy and safe work environments exist within the Service in accordance with legislative requirements and risk management standards and policies.
* In collaboration with the Group Manager, Director Quality, Learning & Workforce Development and Diocesan Human Resources:
  + Develop of a workforce plan ensuring current and future needs are identified and aligned with the strategic direction;
  + Ensure learning and development opportunities for staff to expand their capacity to deliver safe and competent practice;
  + Influence and contribute to the workforce retention strategy;
  + Ensure staff performance is managed and reviewed; and
  + Facilitate and model a positive culture that values and respects our staff.
* In collaboration with the Group Manager and the Service Enablement and Strategy teams:
  + Identify new opportunities and funding initiatives that align with the Anglicare Strategic plan and decision-making framework.
  + Review existing services with a view to ensuring the organisation remains refreshed and contemporary.
  + Contribute to business development of the Service by participating in the funding submission and application processes.
  + Participate in property modeling discussions as required for the Service
  + Contribute to the client systems development and implementation of technology as required and relevant to the Service.

# Accountability: Risk Management

***In collaboration with the Group Managers, Directors and Risk, Compliance & Insurance team implement the risk management framework.***

**Responsibilities:**

* + Participate in implementing the risk management framework across the organisation.
  + Inform the risk management framework from the knowledge at the Service.
  + Ensure compliance is achieved with funding, legislative and organisational requirements.
  + Notify the Group Manager on risk and compliance matters and incidents (outside of acceptable risk appetite and or of a critical nature) that are required to be reported.
  + Ensure risk mitigation strategies are identified, implemented and monitored.
  + Contribute to the creation of a culture that identifies risk and manages it appropriately.

# Other Duties and Requirements

* + Ensure outcomes from organisational reviews and initiatives are implemented to enhance services, and that action plans are implemented and reported on.
  + Participate in relevant organisational committees and internal Practice Networks as required.

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* + - Actively pursue, promote and maintain positive interpersonal relationships with Anglicare staff and agencies and persons associated with client care.
    - Undertake work practices in a safe manner and comply with the instructions given for workplace health and safety within ASQ Policies and Procedures.
    - Do not, during or after employment*,* disclose information relating to residents, clients and staff of Anglicare or damage the reputation, viability or profitability of Anglicare services;
    - Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

**Delegation of Authority:**

* + - In accordance with the Anglicare Delegations of Authority Policy.

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