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| **POSITION DESCRIPTION** | |
| **Position Title:** | Facility Manager |
| **Service/Facility/Department:** | Residential Aged Care Facilities |
| **Direct Reports:** | All Facility staff |
| **Key Relationships:** | **Internal:** All Facility staff, Executive Leadership Team and Anglicare central support teams. |
| **External:** Residents, residents’ families, medical professionals and agency staff |

**Position Statement / Overall Purpose**

The overall purpose of the Facility Manageris to ensure the provision of high quality services to aged care residents by effectively leading, motivating and developing a multi-disciplinary team in the delivery of individualised care while enhancing residents’ quality of life, and achieving the strategic direction of the organisation within designated clinical and business frameworks.

This role is responsible for the effective and efficient operations of the Facility within budgetary requirements, while achieving optimal quality standards within all legislative requirements. This position is therefore responsible for the operational, developmental, human resource, financial performance and resident outcomes of the Facility.

The Facility Manager will be required to build and maintain relationships with key stakeholders; provide clinical supervision; and participate as an effective member of the Executive Leadership Team.

The Facility Manager will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Certificate
* Ability to meet the requirements of a Key Personnel Check for the purposes of the Aged Care Act (1997).
* Current Queensland Driver Licence and own reliable vehicle
* Bachelor of Nursing Degree
* Post graduate qualifications in health administration, human resources, business or quality management, nursing education or research, or substantial progress towards such qualifications; and a commitment to continuing education and professional development.
* Evidence of study in the areas of business or management and ability to demonstrate business acumen (desired)
* Current registration with AHPRA

**Key Selection Criteria**

* Ability and willingness to provide direct care within scope of practice.
* Evidence of a focus on and a passion for high quality resident care.
* Recent management experience in aged care, health administration or a similar area including proven competency in operational planning, strategic and innovative thinking, resource management, and budget management.
* Knowledge of the standards and guidelines for residential aged care, funding instruments and sources relevant to the Facility activities, and demonstrated evidence of an ability to maximise revenue.
* Superior leadership skills, including evidence of leading and motivating staff to be the best they can be within a resident-centred and team environment.
* Demonstrated evidence of effectively leading staff through change with strong problem-solving skills.
* Strong interpersonal, communication (written and oral) and analytical skills.
* Ability to actively lead and contribute to continuous quality improvement activities.
* Demonstrated ability to use information technology in care and management.
* High personal and professional ethical standards.

**Key Accountabilities and Responsibilities**

1. **Accountability: Contemporary Practice Standards and Management of Nursing Care**

***Ensure all practice and nursing care meets Anglicare standards, is in line with legislative requirements and meets the needs of the residents.***

**Responsibilities:**

* Ensure contemporary clinical practice standards are implemented and maintained by the Facility.
* Manage and monitor resident care services to ensure they are delivered in line with the:
  1. Mission and vision of the organisation;
  2. Policies and procedures of the organisation;
  3. Aged Care Standards Agency Accreditation Standards; and
  4. Other legislative and regulatory requirements.
* Manage and monitor resident documentation to ensure it meets the legislative, legal and funding authority requirements and outcomes.
* Lead and implement a resident- focused service ethos in the Facility.
* Participate in organisational reviews, initiatives, and the development of practice standards and models of service delivery.
* Be responsible for the implementation of practice standards and service delivery and evaluations.
* Promote professional development and lead all staff in the delivery of safe, high quality care.
* Undertake clinical supervision where needed and act as a role model in the provision of care.
* Manage and monitor facilities services and activities to maximise efficiency while meeting facility operational goals and ensuring the safety of residents, staff and visitors.
* Personally undertake learning & professional development activities to ensure currency of knowledge and awareness of contemporary practice.

1. **Accountability: Financial Performance and Management**

***The effective and efficient use of financial resources, property and equipment as well as building the organisation’s assets and sustainability.***

**Responsibilities:**

* Develop and manage operating and financial budgets based on funding and in line with the approved Business Plan.
* Ensure aged care funding instruments are used effectively and revenue is maximised.
* Schedule and manage resources in line with approved budgets.
* Effectively plan, monitor and control the utilisation of capital, physical and human resources to achieve budget.

1. **Accountability: Leadership**

***Providing operational and strategic leadership and management to a team and inspire the creation of a positive resident focused culture.***

**Responsibilities:**

* In collaboration with Anglicare central support teams, recruit, orient, direct and support staff in accordance with policy, legislation requirements and risk management standards and policies.
* Undertake performance management activities to maintain and develop individual and Facility performance, including providing ongoing feedback to employees and undertake performance reviews.
* Create a culture that is resident-centred, productive, professional, collaborative, and flexible and aligned to Anglicare values.
* Promote and maintain good interpersonal and positive relationships with Facility and organisational staff, residents and their families.
* Actively promote collaboration within the multidisciplinary team, including staff and volunteers, to create a positive work environment.
* Create an environment that supports learning and improvement and ensure development activities are planned and implemented.
* Ensure a healthy and safe work environment in accordance with legislation requirements and risk management standards and policies.
* Ensure all concerns, issues, complaints and grievances raised by staff, residents and families are fairly and appropriately investigated in line with Anglicare policies, and a plan for resolution including timeframes is documented.
* Ensure relevant information is disseminated to staff in a timely manner and via appropriate communication methods, including organisational changes, directions, trends in aged care, and day-to-day operational matters.
* Ensure all staff and volunteers receive appropriate induction and training so they are understand the requirements of their position and are aware of Anglicare mission and values.

1. **Accountability: Organisational Management and Continuous Improvement**

***Identifying and responding to new and emerging trends through skill acquisition, utilising new technology and engaging a continuous improvement approach in work practices.***

**Responsibilities:**

* In collaboration with the Anglicare central support teams, promote adherence to Anglicare management systems at the Facility level – quality improvement, workplace health and safety, human resources, finance, clinical documentation, infection control, staff competencies, etc.
* Ensure processes such as audits and reviews of organisationally endorsed systems and processes are conducted within designated timelines and quality standards.
* Actively participate in review, development and improvement of these systems from a Facility level and organisational perspective.
* Implement outcomes from organisational reviews and initiatives to enhance care services.
* Maintain a high level of knowledge of relevant legislation, standards, policies and procedures relevant to residential aged care.
* Research/assist and drive consistent process improvement across the facility.

1. **Accountability: Active Participant of the Management Team**

***Partner with the Executive Leadership team to achieve quality outcomes for the Facility and Anglicare collectively.***

**Responsibilities:**

* Network across the organisation to understand strengths and resources available to support the Facility.
* Constructively and positively participate in the development, improvement and implementation of management systems and processes.
* Actively seek opportunities to partner in care with community and other services within Anglicare, to promote a flexible and responsive workforce and achieve a continuum of care for our residents/clients.
* Critically examine and improve work practices and lead change.
* Actively share ideas and resources with peers, including community services and the leadership team.
* Participate in relevant organisation committees as required.

1. **Accountability: Business Planning and Development**

***Develop contemporary business plans that ensure quality and successful outcomes in line with Anglicare’s strategic plan.***

**Responsibilities:**

* Research and understand local region’s demographics for aged care.
* Prepare, implement and monitor a realistic and comprehensive business plan for the Facility that reflects local needs in collaboration with relevant members of the Leadership team.
* Ensure outcomes are achieved consistent to the Business Plan.
* Actively promote the Facility to the community and key stakeholders.
* Network and develop relationships with key community and industry stakeholders as they relate to the Facility and organisation (e.g. referrers, client representative groups, the church, other service providers, industry groups and professional bodies).
* Promote and maintain good interpersonal and public relations, including prompt attention to phone calls and emails.
* Constantly seek opportunities to position Anglicare as a contemporary service provider and first choice for community and aged care.

1. **Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.