

Position Description

Service Manager

Department/Team: Aged Care

Classification: Award Free

Instrument: Award Free

Location: Various Services

Reports to: General Manager Residential Aged Care

Direct Reports: As applicable - Care Manager, Clinical Nurse Coordinator, ACFI Coordinator, Hotel Services Coordinator, Creative Lifestyle Coordinator, Service Coordinator

Effective Date of PD: February 2021

Primary Objective:

The Service Manager is an integral member of leadership in an inter-disciplinary team that delivers high quality, evidence-based person-centred care and support. The purpose of the Service Manager is to oversee the effective day-to-day functions of the Service, to ensure the Service meets regulatory and organisational requirements, whilst achieving long-term financial viability, and maintaining effective relationships with key stakeholders and the community.

Key Relationships and Position Dimensions:

The position will consult, collaborate and network with:

- Aged Care Team;
- Support Centre employees;
- Community Partners including health professionals;
- Clients and Family;
- Auditors;
- All service employees.

The position has indirect reports of (dependant on Service structure):

- All other service employees.

The Service Manager is directly responsible for the operating budget of the service they manage. Budgets are compiled in consultation and to align with the strategic direction of the organisation.

Key Accountabilities:

Leadership Accountabilities:

At Lutheran Services, we place equal value on the outcomes we achieve and the behaviours we demonstrate. Our competency framework provides the basis of behavioural expectations for all employees. All positions are accountable to the values and behaviours set out in the Lutheran Services Competency Framework. The Service Manager is a **Leader of Teams**.

- Ensure that team practices are informed by client experience and feedback is regularly sought and provided;
- Responsibly initiate opportunities for improvement to support team effectiveness and positive client outcomes;
- Drive collaboration and strong working relationships that encourage shared goals and enable teams to work together effectively;

- Demonstrate and role model a focus on self-development, openness to feedback, and resilience through challenging situations;
- Deliver strategic outcomes through innovative problem solving, organisation, and improvement of processes;
- Develop, execute and evaluate team plans and processes that use resources efficiently and deliver high-quality outcomes.

Role Specific Accountabilities:

- Implement and manage the success of a strategic plan for the Service, consistent with the Lutheran Services strategic vision;
- Work together with the Clinical Leadership Team to establish and maintain a facility that delivers high quality evidence-based care in line with all regulatory standards and Lutheran Services policies;
- Manage the financial budget and resources allocated to meet all KPIs for the service;
- Establish strong relationships and maintain open communication with the residents and their families, to ensure all needs are met and residents are satisfied with their home;
- Establish and maintain rapport with local community, government departments, unions, health professionals, industry bodies and other external stakeholders;
- With the support of People, Culture & Development, perform high level employee management, to ensure the Service recruits and maintains a high performing work force that perform their duties in line with Aged Care Quality Standards and Lutheran Services policies;
- Work collaboratively with Support Centre, Service teams and Chaplains to ensure delivery of efficient and effective operations and that resident dignity, wellbeing and choice is upheld in line with the Lutheran ethos;
- Partake in the admissions and sales process, approving all new admissions to the service;
- Manage and respond to all quality reviews and audits to ensure compliance is maintained and continuous improvement is maintained and role modelled;
- Respond to all performance related issues, complaints, emergency situations and mandatory reporting incidents promptly and in accordance with legislation and Lutheran Services policies, liaising with People, Culture & Development where necessary;
- Work with stakeholders to ensure clinical standards are met and that the Aged Care Funding Instrument (ACFI) continues to optimize funding for residents.

Position Requirements:

Essential:

- Tertiary qualification in Nursing, Business or related field;
- Reasonable experience in Aged Care, managing a diverse team of clinical and care staff;
- High level critical thinking, analytical and problem-solving skills;
- Experience working with the Aged Care Quality Standards and relevant legislation;
- A demonstrated commitment to the philosophy of person-centred care;
- Reasonable experience in quality processes, accreditation and evidence-based practices, identifying areas for improvement;
- Experience managing business operations, budgets and finances;
- High level interpersonal and communication skills applied in a dynamic, multidisciplinary environment with a range of stakeholders;
- Experience in Dementia Care, Palliative Care and the Ageing process;
- Holds a Queensland Driver's License (unrestricted);
- Must maintain a valid NDIS Worker Screening;
- Must maintain a valid Police Check.

Desirable:

- Intermediate skills with Microsoft Office Suite;
- Established networks within the Aged Care industry and Service region;
- Experience using electronic care management systems.