

Position Description

POSITION DETAILS			
Position Title	Executive Manager – Residential Care		
Reports to	Chief Executive Officer		
Business Function	Executive	Contract Term	Common Law
Direct Reports	Up to 10	Classification	Salaried POS09
Indirect Reports	0	Location	Northern Territory and South Australia

REPORTING RELATIONSHIPS	
Internal Key Relationships	ARRCS CEO, Executive Team and Board Service Managers and Clinical Leadership teams Clinical Governance Corporate Services and People and Culture
External Key Relationships	Aged care regulators, commission and accreditors Community members where ARRCS facilities are located and families of residents. Allied Health professional Northern Territory Government representatives Ageing Australia and other governing bodies.

OUR ORGANISATION
Australian Regional and Remote Community Services began in July 2014. ARRCS aspires to improve the quality of life for older people living in regional and remote areas of Australia. We currently provide support to people across the Northern Territory and South Australia through Residential Aged Care and Home Care Services. We take a holistic approach to our work and hold a deep respect for Aboriginal & Torres Strait Islander Cultures and Elders, which remain at the core of all that we do.

OUR COMPANY VALUES				
Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

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PURPOSE

The Executive Manager – Residential Care provides strategic, operational and clinical leadership across ARRCs portfolio of residential aged care homes. The role ensures that each Service manager delivers safe, high-quality, person-centred care to its residents whilst meeting registration requirements. In addition, they will oversee and support financial sustainability including overseeing the facilities funding capabilities and workforce structure and continue to build a capable, qualified and engaged team.

KEY RESPONSIBILITIES

Service Delivery

- Lead and mentor ARRCs Service Managers ensuring they achieve consistent, high-quality operational and clinical performance indicators across ARRCs residential aged care facilities.
- Ensure all aged care facilities meet the ACQSC Strengthen Aged Care Standards and supporting legislative obligations. Ensuring compliance with Aged Care Act 2024, NDIS Act 2013 (where relevant) and other relevant legislative regulations.
- Oversee and when required report on facilities incident, risk and quality management:
 - Provide guidance and direction to the Service Manager
 - Identify patterns of risk and lead corrective actions
 - Partner with the Education & Training Manager when skill development is identified.
- Working in partnership with the Executive Manager – Clinical Governance and Professional Nursing to ensure clinical governance frameworks are implemented consistently across ARRCs aged care facilities and are lead on site by the Service Managers and professional standards of practice are maintained.
- Support Service Managers and the facilities ensuring they maintain high quality, safe evidenced based care practices including infection control, fall and risk prevention, dementia management and other key clinical requirements in ARRCs facilities.
- Oversee workforce models and capability to ensure rostering meets care minute requirements (whilst not effecting budgetary commitments), and facilities maintain appropriate staffing levels including the necessary skills and qualifications.
- Working in partnership with the Corporate Services team, develop, monitor and support the Service Managers with the management of facility budgets ensuring funding / billing capacity is met, occupancy levels are at standard and staff spend remains within budget.
 - Support Service Managers to understand and act on financial decisions
 - Analyse and review financial performance indicators and work to build strategy to maintain budget
 - Maintain subject matter expert knowledge on AN-ACC and NATSI funding models

Leadership

- Foster a culture of innovation, encouraging staff to develop and implement new ideas and approaches.
- Mentor and develop ARRCs Service Managers to build a strong workforce of skilled and engaged leaders.
- Work in partnership with the People and Culture team to lead the performance management of direct reports and, when required recruitment and workforce needs.
- Encourage succession planning within the Service Management team for future positions within ARRCs.
- Working in partnership with the Clinical Education team to identify skill gaps within the team and build training opportunities and development for the Service Managers.

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- As a member of the Executive Team, lead the strategic plan and vision of ARRCS.

Key Performance Indicators

- **Compliance** - Maintain compliance in accordance with the Strengthen Aged Care standards and relevant legislation within ARRCS aged care facilities and support facilities in the preparation of re-registration, auditing and accreditation.
- **Delivery of Care** - Ensure ARRCS aged care facilities meet above-standard delivery of clinical care including clinical governance and management of care minutes
- **Workforce Stability & Capability** - Oversee workforce within our facilities, ensuring appropriate skills, qualifications and staffing / rostering levels are kept at appropriate levels and managed in accordance to budget, effecting a safe workplace culture to maximise operational performance.
- **Financial performance** – Oversee budget stability, occupancy levels, AN-ACC and NATSI funding.
- **Residential and Worker satisfaction** – Ensure ARRCS responds and actions complaints and grievances and continue to build a positive reputation for ARRCS.
- **ARRCS Strategy** – Provide support to the CEO in the delivery of ARRCS strategic goals.

Reporting, Administration and Documentation

- Ensure timely and accurate reporting to the CEO and board when required.
- Oversee the preparation of reporting required for re-registration, internal audit, mandatory reporting and service level KPI performance.
- Maintain comprehensive documentation and record in compliance with current aged care regulatory requirements.
- Support the Executive team with any governance documentation required.
- Prepare and present regular reporting on facility performance in core areas including financial, operational and clinical
- Ensure all administrative processes are efficient and support the operations of ARRCS.

Quality, Safety and Risk Management

- Commitment to ensuring quality services is delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.
 - Active participation in quality improvement activities and ARRCS wide innovation.
 - Actively lead and participate in staff meetings and forums with older people
- Demonstrated knowledge of WHS and Emergency procedures within an organisation.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCS equipment and supplies.

Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Demonstrate high ethical standards and integrity in all actions and decisions made.
- Work in partnership with the Executive team in fostering a culture of transparency and accountability.
- Stay informed about changes in legislation, policy, and best practices in aged care and related fields.
- Cooperate with strategies to actively ensure the safety, protection and well-being of the elderly who come into association with us.

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- Ensure appropriate use of resources.
- Work collaboratively with ARRCs employees and external stakeholders in accordance with ARRCs's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Actively participate in initiatives to empowering First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards.
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

Qualifications – Essential

- Unrestricted AHPRA registration as a Registered Nurse.
- Bachelor of Nursing
- Post graduate qualification in Business Management or Leadership.

Qualifications – Desirable

- Post Graduate qualification in a clinical / nursing specialty.

Experience

- Minimum 3 years' experience leading multiple residential aged care facilities with direct accountability for the management of Service Managers.
- Strong knowledge and awareness of ACQSC Strengthen Aged care Quality Standards, Aged Care Act 2025 and NDIS Act 2013.
- Demonstrated success in the navigation of Aged Care standards, accreditation process, SIRS and incident management and auditing preparation.
- Demonstrated experience in the development of and execution of audit results and improvement recommendations provided by the commission.
- Experience in leading and monitoring of clinical governance systems and driving improvements and efficiencies.
- Proven ability in the development and monitoring of workforce planning within a clinical or aged care environment including complex rostering, skill matrix and knowledge of Australian Fair Work and Enterprise Agreements.
- Strong background in budget management, funding knowledge within aged care and strategy to maintain cot controls tactics across multiple sites.
- Ability to build strong and professional relationship with both internal and external stakeholders.
- Ability to make educated, researched and firm decisions that is for the best of the organisation and their residents.
- Ability to lead and develop managers with diverse and strong leadership styles.

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- Comfortable and able to travel to remote areas within Australia where often overnight stays are required.

Mandatory Requirements

- NDIS Worker Screening Check lodged or received prior to commencement.
- Current Influenza Vaccination.
- National Police Check – Dated within 3 months of commencement date.
- NT Drivers Licence

Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or the ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.