

Position Description

POSITION DETAILS

Position Title	Multi-Site Residential Aged Care Manager – Alice Springs		
Reports to	Executive Manager – Residential Care		
Business Function	Residential Services	Salary Grade	Salary Band D
Direct Reports	8 - 12	Band / Level	Specialist
Indirect Reports	100 - 140	Location	Alice Springs

REPORTING RELATIONSHIPS

Internal Key Relationships	Operational Team Members and Front-Line Leaders Clinical Governance and Risk team ARRCS NT Regional Office Uniting Care Queensland Support Teams (Finance/Admissions)
External Key Relationships	Consumers within our care and their families/relatives Collaborate with third parties providing services to the organisation

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.

PURPOSE

The multi-site Residential Aged Care Manager is responsible to ensure the operations and provision of high-quality services to aged care residents in ARRCS three facilities located in Alice Springs: Old Timers Aged Care Facility (68 bed facility), Flynn Lodge (40-bed facility), and Hetti Perkins (60-bed facility). You will effectively lead, motivate, and develop 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 all facilities to ensure they operate 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 RACM will be required to build and maintain relationships with key stakeholders; provide clinical supervision participate as an effective leader of the site teams

Position Description

KEY RESPONSIBILITIES

Contemporary Practice Standards and management of nursing care

- Ensure contemporary clinical practice standards are implemented and maintained by the Facilities.
- Manage and monitor resident care services to ensure they are delivered in line with the:
 - Mission and vision of the organisation,
 - Policies and procedures of the organisation,
 - Aged Care Standards Agency Accreditation Standards; and
 - Other legislative and regulatory requirements.
- Manage and monitor resident documentation to ensure it meets the legislative, legal and funding authority requirements and outcomes.
- Visible “Felt Leadership” management style with regular walk through including implementing 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.

Financial Performance and Management

- Effective and efficient use of financial resources, property and equipment as well as building the organisation’s assets and sustainability.
- Develop and manage operating and financial budgets of all facilities 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.

Leadership and Culture

- Providing operational and strategic leadership and management to individual teams and inspire the creation of a positive resident focused culture.
- In collaboration with ARRCS 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 ARRCS values.
- Promote and maintain good interpersonal and positive relationships with Facility and organisational staff, residents and their families.

Position Description

- 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.
- Lead, coach, and mentor clinical staff in the application of evidenced based research, through assessment and educational activities providing constructive and honest feedback in a supportive manner.
- Facilitate safety huddles and toolbox meetings with all groups of staff as required for management of day-to-day matters as they arise.
- Working with people and culture and operations, oversee the management of recruitment including request of vacancy, shortlisting, interview and reference.
- Monitor and support new staff through the on-boarding process providing feedback and mentorship.

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.
- In collaboration with the Clinical Governance and Risk team, promote adherence to ARRCS 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.
- Actively pursue a safety culture through staff (and resident) engagement in continuous improvement, education and clinical risk identification and reporting through incident management system
- Identify and report potential/actual risks/hazards and manage accordingly using ARRCS Policy
- Monitor the work environment daily through observation and reporting of potential and actual risks/hazards.

Senior Executive Team Leadership

- Partner with the Executive Leadership team to achieve quality outcomes for the Facility and ARRCS collectively.
- Network across the organisation to understand strengths and resources available to support the Facility.

Position Description

- 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 ARRCS, 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.

Business Planning and Development

- Develop contemporary business plans that ensure quality and successful outcomes in line with ARRCS's strategic plan.
- 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 ARRCS as a contemporary service provider and first choice for community and aged care.

Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- 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 meet Reconciliation Action Plan and empowering of 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, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

Position Description

SELECTION CRITERIA

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

Qualifications – Essential

- Bachelor of Nursing.
- Unrestricted AHPRA registration as a Registered Nurse or higher.

Qualifications – Desirable

- 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.

Experience

- 3-5 years management experience overseeing multi-disciplinary teams in a Hospitality / Administration / Health or Facility Management environment.
- Knowledge and ability to interpret and apply the Aged Care Quality Standards and regulatory legislation including evidence of study in the areas of business or management and ability to demonstrate business acumen (desired)
- Strong interpersonal written and verbal communication skills and ability to coach frontline staff
- Demonstrated commitment to customer service and business improvement.
- Strong knowledge of and commitment to workplace safety.

Mandatory Requirements

- NDIS Worker Screening Check – Lodged or received prior to commencement date.
- Current year Influenza Vaccination.
- National Police Check – Lodged or dated within 3-months of commencement date.
- Driver's License

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 ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.