

Our Vision: Older people have access to responsive, high quality aged care services.

Our Mission: Doutta Galla exists to provide access to aged care service options which are affordable and inclusive of people with diverse experiences and backgrounds.

Our Values:



Position Description

Position Title:	Executive Manager Business Operations	Position Reports To:	General Manager Extended Care Services
Position Purpose:	<p>Reporting to the Extended Care Services General Manager, the Executive Manager Business Operations is a strategically significant role which has direct overall responsibility for the organisation's residential aged care homes in metropolitan Melbourne and regional Victoria. The role has cross-divisional responsibilities for leading the residential aged care business operations function across the organisation as part of a holistic approach to aged and disability care. Key to the role is supporting the Homes to implement legislative and regulatory change requirements, maintain occupancy, compliance, accreditation standards, budgets, funding maximisation and management of staff. Integral to the role is the delivery of high-quality customer service to existing and potential future residents.</p> <p>The role is critical in overseeing the daily operations, strategic direction and staff performance of each home and as such requires the Executive Manager Business Operations to regularly visit each home.</p>		
Positions Reporting to this Position:	<ul style="list-style-type: none"> Residential Aged Care Home Managers (currently eight homes with expected growth). The Executive Manager Business Operations is expected to work closely with staff in the broader Extended Care Services team. <p>Reporting lines may change from time to time in accordance the organisation's needs.</p>		

Qualifications:	<ul style="list-style-type: none"> Tertiary qualification in Health Science/ Business, Double Degree or similar qualifications relevant to care management, health, aged care or business.
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	<ul style="list-style-type: none"> Post graduate qualification in health care or management will be well regarded.
Skills:	<ul style="list-style-type: none"> Extensive knowledge of aged care and disability sectors, including aged care quality standards, as well as funding and policy protocols. Commitment to excellence, quality service provision and innovation. Financial aptitude with budgeting expertise including strong initiative and business acumen. Sound listening and problem-solving skills Excellent interpersonal skills and an engaged positive leadership style to inspire others. Highly developed collaboration, negotiation, relationship building and stakeholder management skills. Ability to lead concurrent change management processes across the residential aged care homes. Ability to influence and gain support for achievement of positive outcomes and organisational priorities.
Experience:	<ul style="list-style-type: none"> Management experience with success in managing multiple sites. Extensive track record of effective and prudent budget management. Demonstrated understanding of financial reporting and indicators and an ability to undertake accurate financial analysis of funding performance. Experience in effectively articulating business improvement opportunities through the utilisation of reporting, business writing and project documentation. Demonstrated experience in effectively leading teams during times of change and/or crisis. Proven experience working within legislative frameworks.
Duties:	
Operations Management:	<ul style="list-style-type: none"> Develop, implement, monitor and manage appropriate operational business plans for each home in collaboration with the Extended Care Services General Manager. Establish and implement appropriate policies, goals, objectives and procedures in accordance with the organisation's business and strategic plans. Implement operational and business imperatives to ensure compliance with any legislative changes in accordance with the Aged Care Royal Commission and Aged Care reforms. Ensure service development and continuous improvement are ongoing including a focus on resident centred care.

- Foster excellence in team culture and collaborative teamwork that demonstrates a culturally inclusive workplace for both residents and staff.
- In partnership with the People and Culture team, develop and facilitate an effective workforce management plan which aligns with current and future regulatory requirements.
- Act as a professional role model and a credible resource by demonstrating and disseminating knowledge in effective business practices and daily aged care operations.
- Lead, coach and support Residential Aged Care Home Managers ensuring achievement and maintenance of KPIs and sharing of learning across the organisation.
- Participate in and oversee the development and management of operating and capital expenditure budgets for residential services.
- Proactively review, initiate and implement actions to improve the financial effectiveness and performance of individual homes.
- Be responsible and accountable for the achievement of Residential Aged Care Home performance against financial targets and business KPIs on a monthly and annual basis.
- Monitor each Residential Aged Care Home to ensure each is effectively and efficiently providing quality care services to residents whilst remaining within budgetary limits.
- In consultation with Residential Aged Care Home Managers develop and implement strategies to effectively manage budget variances in Operating and Capex budgets.
- Monitor occupancy against staffing levels and resident acuity, and address variances.
- Provide advice on the selection of residents for admission to individual homes, taking into consideration the unique features of each home against resident care requirements and efficiencies in service provision.
- Monitor the activity and revenue generation in ACFI / AN-ACC activities and other revenue streams and develop and implement strategies to address under performance.
- Ensure equipment within services complies with Doutta Galla's asset management policies and procedures; assist with maintenance of asset register.
- Ensure the responsible use and management of resources and equipment whilst minimising waste.
- Oversee expenditure associated with consumables and address any variations to budget whilst actively

	<p>identifying opportunities for savings.</p> <ul style="list-style-type: none"> ▪ In partnership with the Alliances and Partnerships teams, plan and implement changes to the funding in accordance with government requirements across the residential aged care homes. ▪ Facilitate regular Residential Aged Care Home Manager meetings for the purpose of development of best practice initiatives, knowledge sharing and collaboration. ▪ Prepare monthly reports on home performance against KPI's, including trend analysis, quality and compliance and risk management. ▪ Undertake regular performance reviews of direct reports including identification of development areas and actioning of plan to address.
Quality and Compliance:	<ul style="list-style-type: none"> ▪ In partnership with the home managers and the broader Extended Care Services team, ensure ongoing full accreditation at all homes with the Aged Care Standards Agency and compliance with the Aged Care Standards, along with the National Disability Insurance Scheme accreditation and compliance requirements. ▪ In partnership with the home managers and broader extended care services team, support the homes to ensure compliance with the Aged Care Quality and Safety Commission, new reforms resulting from the Australian Government's response to the final report of the Aged Care Royal Commission, and other compliance (such as food safety and work safe etc). ▪ Maintain practice within framework established by legislation, national and state policy, guidelines and principles and policies and procedures and protocols of Doutta Galla. ▪ Ensure that all mandatory reporting / serious incident reporting scheme incidents are reported in accordance with reporting requirements of both the aged and disability sectors. ▪ In partnership with the broader Extended Care Services team, provide support to the Home Managers to respond to regulatory requirements such as Aged Care Quality and Safety Commission and NDIS Disability Quality and Safeguards Commission complaint responses. ▪ Comply with all Privacy Legislation requirements and Doutta Galla confidentiality statements when communicating information pertaining to residents, staff and the operations of any Doutta Galla facilities. ▪ Provide support to the finance team to enable reporting compliance on operations of residential aged care homes.
Risk Management:	<ul style="list-style-type: none"> ▪ Ensure compliance, input, reporting and follow-up of the Doutta Galla Incident Management and Risk system. ▪ Implement effective risk management practices across all homes in accordance with Doutta Galla Risk

	<p>Management Framework and strategy.</p> <ul style="list-style-type: none"> Actively participate in operational leadership support for residential aged care homes in the event of a crisis.
Contract management:	<ul style="list-style-type: none"> Oversee and operationally manage contracts, contractors, and providers for the Aged Care Homes in compliance with the organisations spend delegations and authorities, regulations, policies and procedures. Monitor the effective delivery of contract services across all homes, ensuring that service schedules are efficient and delivering quality outcomes.
Feedback and Complaints:	<ul style="list-style-type: none"> Liaise with relevant stakeholders both internally and externally to Doutta Gala ensuring relevant information, communication and information is provided at all times Provide support to residents and their families and ensure any queries, comments, suggestions and / or concerns are managed promptly, effectively and efficiently or referred appropriately according to role level of responsibility. Facilitate awareness, of and access to advocates, language services and other methods of raising and resolving complaints in accordance with Doutta Galla policies and procedures and within scope of role.
Professional Responsibility:	<ul style="list-style-type: none"> Abide by and adhere to the organisation's human resource policies and procedures and Employee Code of Conduct & Practice. Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of quality services. Actively contribute to the establishment and maintenance of constructive relationships within the Extended Care Services team, the corporate office, the residential Homes, the wider organisation and with external stakeholders. Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others.
OH&S:	<ul style="list-style-type: none"> Ensure the maintenance of a safe working environment that meets regulatory requirements and undertake all duties in a manner that demonstrates, at all times, due regard for the wellbeing and safety of self, colleagues and residents. Adhere to Occupational Health and Safety Act and associated policies and procedures. Respond appropriately to situations of risk or potential risk to residents, staff and public. Monitor the safety of equipment and ensure equipment is maintained and used in a safe manner in line with manufacturer's instructions and organisational guidelines and report any breakdown or requirements.

	<ul style="list-style-type: none"> ▪ Actively participate in training and education sessions regarding occupational health and safety. ▪ Understand emergency code management, fire and evacuation procedures and implement if required. ▪ Report immediately all accidents / incidents in accordance with organisational guidelines and where necessary document in accordance with organisational guidelines.
Acknowledgement:	<ul style="list-style-type: none"> ▪ I have read this position description and agree to undertake the duties and responsibilities as listed above. ▪ I understand I am responsible for ensuring I undertake my duties in accordance with the Aged Care Quality Standards. ▪ I understand this position description is subject to review and amendment at any time, as appropriate and approved by HR. ▪ I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above. ▪ I have read and understood the Doutta Galla Code of Conduct. <p>Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>