

Manager Aged Care Services

Success Profile

As at 1/10/2024

<p>You will make a difference by</p>	<ul style="list-style-type: none"> • Supporting IPC Health’s Aged Care Services team to deliver excellence in client experience via their provision of high quality care management and support plan services. • Leading the transition of IPC Health’s current Home Care Package program and establishing it as an effective and viable service delivery model within the reforming Support at Home environment. • Actively identifying and developing opportunities to enhance service delivery and client experience, implement system and process efficiency improvements, maximise program viability, and achieve other key organisational objectives. • Providing effective leadership that facilitates effective engagement and participation of the Aged Care Services Team to meaningfully contribute to ongoing development of the program and achievement its objectives. • Contributing to, and delivery of, key strategic objectives of the organisation.
<p>To succeed, you will need</p>	<ul style="list-style-type: none"> • Tertiary qualifications in Social Work, Nursing, or relevant field. • Demonstrated experience in successfully leading a service delivery team within Aged Care, or a similar service environment. • Sound understanding and knowledge of both the current Home Care Package and the emerging, reforming, Support at Home program. • Strong analytical skills to identify opportunities for innovation, change, and continual improvement of systems, processes, workflows, service quality and governance. • Highly effective leadership, communication and stakeholder engagement skills. • An ability to effectively function and make decisions in ambiguous environments where information is not always complete and answers are not always available. • Demonstrated change management skills, with service design experience highly desirable
<p>You will improve and promote One Team IPC Health by</p>	<ul style="list-style-type: none"> • Acting with purpose, measuring our results, and celebrating achievements (We make a difference) • Going above and beyond, demonstrating understanding and respect for our communities and each other (We are passionate) • Learning, experimenting and innovating (We are creative)
<p>We will contribute to your success by</p>	<ul style="list-style-type: none"> • Providing opportunities for you to share what is important to you, your wellbeing, and what you need. • Aligning the contribution you make to IPC Health’s strategy. • Guiding you in what to do, when and how to do it.

	<ul style="list-style-type: none"> • Developing your skills with regular feedback and exploring career opportunities. • Ensuring you feel fulfilled at the end of each workday. • Being committed to maintaining a barrier-free environment for all and welcoming individuals of diverse backgrounds, including but not limited to, those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse and the LGBTI communities.
Key Deliverables and Measures	<ul style="list-style-type: none"> • Support and lead a collaborative, high performing team that is passionate, creative and makes a difference by being highly responsive to client needs and delivering them excellence in care and service. • Successfully realign IPC Health’s service delivery model – people, processes, ways of working, compliance and governance requirements – to the emergent framework of the Support at Home reform. • Ensure processes, systems, workflows, service delivery and governance are compliant with the Aged Care Regulatory Framework and Quality Standards. • Commitment to undertaking a process of continual review and improvement of the service. • Deliver fiscal performance and service growth outcomes in-line with annual budgetary objectives. • Effectively represent and advocate for IPC Health and its Aged Care clients within industry and sector forums, meetings etc.

Team	<ul style="list-style-type: none"> • Aged Care Services
Reports to	<ul style="list-style-type: none"> • General Manager Operations and Clinical Care
Key relationships	<ul style="list-style-type: none"> • Aged Care Team Members • Aged Care Program Clients & Carers • Aged Care Quality and Safety Commission Representatives • My Aged Care Assessment Services • Aged Care Consumer Advisory Group members. • External, brokered, Service Providers • Internal Service Providers (e.g. Allied Health Team) • Aged Care Industry peers. • Leadership Team Members • General Manager Operations & Clinical Care • Functional Department Partners (e.g. People & Culture, Governance, Quality & Risk, Finance).

Our Purpose	
Improve quality of life for the people and communities we serve by maximising access to health and wellbeing services.	

Our Values

We are passionate

We go above and beyond, demonstrating understanding and respect for our communities and each other.



We make a difference

We act with purpose, measure our results and celebrate achievements.



We are creative

We learn, experiment and innovate.

