

Manager Residential Services

Award/Agreement	Non Award
Responsible to	Executive Manager Residential Services
Summary of role	<p>In accordance with the purpose and values of Resthaven, the Manager Residential Services is responsible for the effective leadership, management and coordination of all functions of the residential and other co-located facilities on site to ensure high quality outcomes for residents, staff and other Resthaven stakeholders.</p> <p>Must be able to work outside normal hours as business needs determine and the role has 24hour per day on-call responsibilities</p>

Key Responsibilities and Duties

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

Professional Leadership

- Work collaboratively with the Care Coordinator and Coordinator Housekeeping Services to ensure the provision of high quality care, lifestyle, housekeeping, maintenance, gardening and administrative services to residents in accordance with Resthaven policies and procedures.
- Implement systems of continuous improvement which respond to identified service needs and opportunities and meet better practice and regulatory standards Contribute to organisational development through active participation in meetings and forums to review strategy, policy and procedure. Develop innovative approaches to outcome achievement and implement positive change which benefits residents, staff and other Resthaven stakeholders
- Provide and promote quality customer relations and information concerning Resthaven services to potential and current residents, their representatives and other Resthaven stakeholders

Business System Management

- Ensure effective and efficient management of human, financial, information and physical resources to achieve optimal outcomes
 - **Human:** responsible for
 - Recruitment, induction, education, appraisal and performance management of staff to ensure provision of high quality care and services to residents
 - **Financial:** responsible for
 - Active monitoring and managing occupancy and maximising ACFI performance targets,
 - Active monitoring of financial performance in relation to budget- identify variances and develop and implement plans to address them
 - Monitor and effectively manage service/supply/asset expenditure within budget delegation

Job Description

Manager Residential Services

Key Responsibilities and Duties Continued:

- Active contribution to annual budget preparations based on projected operational targets.
 - **Information:** responsible for
 - Utilising available sources of organisational information to review outcome achievement and plan remedial action if required key performance indicators are not achieved.
 - Prepare and submit required reports within defined timeframes.
 - **Physical:** responsible for
 - Maintenance of building, plant and equipment to fulfil Resthaven standards and policy.
 - Implement safe systems of work consistent with legislative requirements and Resthaven policy.
 - For sites with co-located Retirement Living accommodation:
 - Maintain effective relationships with Retirement Living residents
 - Oversee the efficient delivery of agreed services to Retirement Living residents, including maintenance and gardening services
 - Liaise with the Retirement Living Coordinator and Manager of Corporate Services when necessary, regarding issues that arise in connection with Retirement Living accommodation, residents and their families/representatives.
 - Implement Resthaven policy and procedures to ensure compliance with better practice, legislative and legal obligations
- Ensure that the facilities satisfy legislated standards for required certifications, Accreditation, Work, Health and Safety, Food Safety and validation of funding claims.
- Responsible for promoting Resthaven's Antidiscrimination, Bullying and Harassment Policy within the workplace, and ensuring that acceptable standards of conduct are observed by staff at all times.
 - Responsibility for the development of risk mitigation plans and the implementation of risk reduction strategies per Resthaven policy.

Quality and Safety

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place through involvement in the implementation of safe systems of work in accordance with Resthaven Work, Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying, reporting and management of hazards in the workplace.
- Promoting, actively participating and facilitating at local and corporate levels the Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

Privacy and Confidentiality

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, volunteers and staff.
- Ensuring that any “Confidential Information” that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven’s:
 - business or operational interests;
 - methodology and affairs;
 - financial information; and
 - Anything else that is notified as being confidential.

Other duties as directed by the Executive Manager Residential Services, commensurate with classification and training

ESSENTIAL CRITERIA

Qualifications / Experience

- Current driver's Licence is essential
- Current registration as a Registered Nurse with the Australian Health Practitioner Regulation Agency is essential
- Proven experience in a Management role or part of a management team
- Demonstrated competence and interpersonal skills to enable effective communication with residents, staff and other stakeholders
- Demonstrated ability to deal constructively with conflict, mediate and negotiate acceptable outcomes
- Demonstrated ability to act strategically, and set realistic goals and plans to improve service quality
- Demonstrated ability to plan and apply management flexibility within a changing environment
- Demonstrated commitment to on-going personal professional development
- Comprehensive knowledge of relevant legislation applicable to residential Aged Care services including funding and accreditation systems
- Demonstrated ability to use Microsoft and other desktop applications
- Ability to satisfy Key Personnel criteria within the Aged Care Act

DESIRABLE CRITERIA

Qualifications / Experience

- Post-basic nursing qualification
- Tertiary management qualification
- Aged Care experience

Acknowledged _____
Executive Manager Residential Services

Date _____

Acknowledged _____
Employee

Date _____