

## Relieving Assistant Manager Community Services

**Award/Agreement** Non Award

**Responsible to** Senior Manager Community Services

**Summary of role** In accordance with Resthaven philosophy and policies, assist the Community Services Management team in ensuring the provision of quality community based services.

Will be required to work at any metropolitan or country Community Services office to relieve in the role of Assistant Manager.  
May be required to participate in the coordinator on-call roster at a site as necessary during the relieving role.

A current driver's licence is essential.

### Key Responsibilities and Duties

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

- The Relieving Assistant Manager will provide management relief cover across the Resthaven metropolitan and country community services teams.
- Assist the Manager Community Services in maintaining Resthaven Business systems and ensure compliance to organisational policies with respect to home support worker activities and occupational health and safety and quality systems.
- Provide support and guidance to Community Services staff in day to day client/service related matters.
- Personnel
  - Monitor and report on staff numbers, ensure staffing is maintained to the approved staffing plan and initiate recruitment and backfill of leave.
  - Assist in staff recruitment, induction and ongoing appraisals during the qualifying period of employment.
  - Maintain a schedule of staff performance appraisals and liaise with Coordinators to ensure annual performance planning occurs for all staff.
  - Ensure all staff participate in mandatory training; maintain training records and assist in planning other training events.
- Quality and Safety
  - In conjunction with the Manager, oversee program quality activities including quality improvement projects, action requests and quality and safety audits and maintain current system entries and records on the Management Reporting System.
  - Monitor and report on client numbers, service hours and client data quality and accuracy.
  - In conjunction with the Manager, receive and respond to Compliments and Complaints and WHS and client incident reports.
  - Assist in the development and implementation of policies, procedures and practices for the provision of quality services including undertaking regular audits.

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### Key Responsibilities and Duties (continued)

- Assist the manager with the ongoing review and periodic evaluation of the program in terms of outcomes for clients, unmet needs and financial performance
- Convene the site Quality and Safety Committee
- Conduct environmental audits, worksite inspections; planning fire and safety training and maintaining attendance records
- Program Management
  - Ensure proper maintenance of the Equipment and Electrical Testing data bases
  - Ensure proper management of program referrals and waiting lists; including equitable access and culturally sensitive service delivery to people of non-English speaking background or Aboriginal/Torres strait Islander background
  - Complete community program service returns to sign off stage
  - In conjunction with the Manager, establish effective working relationships with other service providers through formal and informal community networks, including promotion of Resthaven services
  - Research and update best practice for specific service areas and/or service development initiatives; including in response to specific client incidents
  - Provide support and advice related to managing clients with complex needs as delegated by the Manager
  - Relieve in the role of Acting Manager Community Services during periods of absence of the normal incumbent
- Project Activities
  - Undertake short term service delivery or development projects from time to time as negotiated within community services head office team between site relief allocations

### **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 and reporting hazards in the workplace.
- Participating in 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, clients, 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 Senior Manager Community Services or by the Manager Community Services while at a site placement, commensurate with classification and training

# Person Specification

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### ESSENTIAL CRITERIA

#### Qualifications / Experience

- An ability to communicate effectively with health professionals and others from a range of backgrounds
- An understanding of issues and needs for older people, their carers and families and ability to effectively communicate with older people
- Ability to work with people from a range of social, financial and cultural backgrounds
- Sound literacy and computer skills including proficiency with Microsoft Office products and evidence of business writing skills
- Experience in supervising and supporting staff
- Experience/training in the provision of community care, case management
- Ability to work cooperatively as a team member of Community Services
- Ability to provide leadership that motivates staff in providing quality client focused services
- Willingness to adapt to change and support others through change processes
- Ability to work flexibly and adapt to new situations quickly
- Effective leadership skills
- Demonstrated problem solving skills
- Sound organising and time management skills
- Demonstrated commitment to on-going professional development
- Completion of formal training in management practices and/or experience in a similar management role

### DESIRABLE CRITERIA

#### Qualifications / Experience

- Degree/qualification in relevant health science or equivalent experience
- Knowledge of aged care community services legislation, guidelines and standards

Acknowledged \_\_\_\_\_  
Executive Manager Community Services

Date \_\_\_\_\_

Acknowledged \_\_\_\_\_  
Employee

Date \_\_\_\_\_