

Relieving Manager Community Services

Award/Agreement: Non Award

Reports to: Executive Manager, Community Services

Summary of role: In accordance with Resthaven philosophy and policies, assist the Community Services Management Team by assuming responsibility for ensuring the provision of cost effective service outcomes for older people at a site in the absence of the site manager.

Will be required to work at any metropolitan or country community services office to relieve in the role of manager.

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 Manager will provide management relief cover across Resthaven metropolitan and country Community Services teams.
- Ensure the provision of outcome oriented services based on identified needs for individuals and the wider community by:
 - effectively and efficiently managing the day to day resources of the service including physical, financial and human, in compliance with Resthaven policies and procedures and legislative requirements;
 - participation in planning and monitoring expenditure;
 - ensuring that the services provided to clients is of the highest quality and in line with the objectives and philosophy of Resthaven Inc.
- Responsible for ensuring the provision of quality care to clients through:
 - ensuring comprehensive and ongoing assessment of clients needs in accord with current best practice;
 - focusing on service to clients through continuous improvement.
 - Promoting client self determination and co-designing of service plans.
- Responsible for ensuring the implementation of Resthaven's policy and procedures and investigating any breaches and implementing corrective action.
- Contribute to the development and review of policy by:
 - implementing the Resthaven Community Service Standards in line with relevant program guidelines and quality frameworks;
 - monitoring, with professional staff, that clinical practice is in accord with current best practice.

Key Responsibilities and Duties (continued)

- Responsible for ensuring the implementation of Resthaven Work Health and Safety policies and procedures within the program including:
 - hazard and incident reporting;
 - committee meetings;
 - maintaining safe environment for staff and clients;
 - contributing to continuous improvement by constant review of services, structure, policies and procedures;
 - preparation and introduction of facility policies and procedures which promote contemporary quality care in accord with Resthaven Policies and ensure standards are maintained.
- Responsible for promoting Resthaven's Management of Harassment and Violence in the Workplace Policy within the workplace, and ensuring that acceptable standards of conduct are observed by staff at all times.
- Facilitating and managing change at the facility by:
 - demonstrating leadership in the implementation of Resthaven's Quality Management Systems;
 - maintaining an effective liaison with community agencies and understanding of community resources;
 - reviewing and developing the position of Community Services in the health/aged care/Community Care system.

Quality & 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 Executive Manager, Community Services, commensurate with classification and training

ESSENTIAL CRITERIA

Qualifications / Experience

- Ability to satisfy Key Personnel requirements for the Aged Care Act 1997
- Current drivers licence is essential
- Experience in management of a health related setting/ in direct health service delivery
- Demonstrated competence and interpersonal skills to enable effective communication with all levels of staff, management and other organisations
- Demonstrated ability to counsel staff and clients and to handle conflict and mediate and negotiate acceptable solutions
- Demonstrated ability to recognise when change is required and to initiate and manage the change process through lateral thinking and staff consultation
- Ability to provide leadership which motivates staff to provide quality client focussed services
- Ability to balance the needs of individuals receiving the service against the needs of populations for access to services and effectively manage these
- An understanding of issues for elderly people, their families and carers
- An awareness of and ability to effectively manage:
 - Program budget
 - Employment practices
 - Work Health & Safety
 - Duty of Care
 - Client and Staff rights
 - Accountability requirements
 - Quality system
- Ability to work effectively and cooperatively as a member of the Community Services Division
- An ability to identify changing themes/trends in the Service environment and work with staff and other agencies to effectively respond to these via program development and new initiatives
- Demonstrated commitment to on-going professional development
- Proficient in the use of the Microsoft Office applications including Word and Excel
- Comprehensive knowledge of relevant legislation and guidelines relevant to Community Aged Care services
- A current driver's licence is essential.

DESIRABLE CRITERIA

Qualifications / Experience

- Experience in coordination of health promotion programs
- Knowledge of the Aged Care Quality Standards and general policy directions for the reform of community aged care
- Knowledge of rehabilitation programming and coordination
- Management qualification

Acknowledged _____
Executive Manager, Community Services

Date _____

Acknowledged _____
Employee

Date _____