



SENIOR MANAGER RESIDENTIAL SERVICES

JOB & PERSON SPECIFICATION

JUNE 2021

Senior Manager Residential Services

Award/Agreement	Non Award
Responsible to	Executive Manager Residential and Retirement Living
Summary of role	<p>The Senior Manager Residential Services is responsible to the Executive Manager Residential and Retirement Living for:</p> <ol style="list-style-type: none">1. line management of Managers Residential Services at allocated residential sites2. identified functional responsibilities across Residential services3. providing high level insights and advice to the Executive Manager Residential and Retirement Living on business and resource management, financial sustainability and service quality compliance and innovation. <p>The allocated residential sites and functional responsibilities may be modified from time to time.</p> <p>Must be able to work outside normal hours as the need determines, and role has after hours 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:

Ensure compliance with and implementation of Resthaven policies and procedures:

- Work collaboratively with the Executive Manager Residential and Retirement Living and Residential Senior Management team to develop consistent service standards which reflect a focus on personalised customer experience for all residents using better practice approaches applied across and within all residential sites.
- Implement corporate standards of care and services that focus on the health, safety and wellbeing of residents while optimising the use of resources.
- Develop and implement improvements to residential services planning, service delivery, operational and evaluation systems.
- Promote a culture of service quality and continuous improvement by providing leadership in the implementation of Resthaven's Quality Management System.
- Provide line management to a group of Managers Residential Services and oversee the functions, resources and outputs of allocated residential sites including care and services to residents, business and financial management, human resource management, property and facilities and information management.
- Coach Managers in identified areas of need and support their learning and development.
- Support the resolution of complaints and other issues of concern which are escalated to the Senior Manager role.
- Contribute to the achievement of Strategic plan objectives by implementing delegated activities.
- Manage relationships with regulatory bodies, funders, suppliers and other stakeholders.
- Develop strategies to enhance financial sustainability of allocated sites and ensure effective analysis and management of financial resources in conjunction with the Executive Manager Residential and Retirement Living.

Key Responsibilities and Duties continued:

- Facilitate and undertake risk management by:
 - Demonstrating leadership in the implementation of Resthaven's WH&S and Quality systems
 - Review and investigation of serious incidents and identifying remedial controls and any future preventative strategies
- Monitor Key Performance Indicators (KPI), as determined periodically, and in liaison with Managers Residential Services, develop strategies to ensure these KPIs are achieved.
- Line management responsibility for other workforce members as determined periodically.
- As directed by the Executive Manager Residential and Retirement Living, take Corporate functional responsibility within Residential Services for either:
 - Residential Housekeeping Services
 - Residential Lifestyle Services
 - People & Culture linkages, including Workforce Development
- Be a member of:
 - Senior Residential Services Team
 - Residential Services Management Committee
 - The Executive Group Finance Meeting
 - Corporate committees consistent with corporate functional responsibilities
 - Other Corporate advisory/working groups as established from time to time

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 Executive Manager Residential and Retirement Living, commensurate with the role.

ESSENTIAL CRITERIA

Qualifications / Experience

- A relevant tertiary qualification in leadership and management
- Knowledge of regulatory requirements and quality of care/service principles appropriate to the delivery of aged care services
- Ability to interpret purpose and values in preparation and implementation of policies and procedures
- Ability to communicate effectively both verbally and in writing with all levels of the organisation and externally with stakeholders
- Ability to analyse, review, interpret information and data to recommend improved outcomes
- Demonstrated ability to review and analyse policies, procedures and practices and implement change where identified enhancements can be made
- Demonstrated ability to provide leadership to residential services teams
- Demonstrated ability to work in a changing environment, maintain flexibility and effectively manage external and internal pressures
- Proven ability to negotiate and facilitate change management to implement new initiatives
- Proficient in the use of the Microsoft Office suite of programs, including Word and Excel
- Ability to work with minimal supervision
- Well developed problem solving skills
- Satisfy Key Personnel requirements of the Aged Care Act 1997
- A current driver's licence

DESIRABLE CRITERIA

Qualifications / Experience

- Current registration as a Registered Nurse with AHPRA
- Experience at a similar level
- Knowledge and understanding of residential aged care, associated regulatory requirements and the regulatory environment.



HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.