

Job Description and Selection Criteria

Manager Care Services

VISION

**To enrich the lives of everyone
in our community.**

PURPOSE

**To provide a caring community where every person
feels safe and has the freedom and choice to live
the life they desire.**

R

RESILIENT

We have the strength to overcome challenges, learn from failures, and persist with hope and determination.

E

ETHICAL

We act with fairness, integrity, and honesty, by acknowledging mistakes, respecting boundaries, and treating others with empathy.

S

SAFE

We uphold a SwanSafe way of working to ensure we provide an environment free of harm for everyone.

P

PROFESSIONAL

We interact with respect, dependability, and punctuality, ensuring clear communication, fairness and trust.

E

EMPOWERED

With ongoing support, training, and education, we grow into the best versions of ourselves.

C

COMPASSIONATE

We demonstrate courtesy, kindness, and understanding to everyone, consistently applying a person-centered approach in all that we do.

T

TRANSPARENT

Our collaborative approach fosters a workplace committed to being open, honest and approachable.

Location

Bentley Park

Direct Reports

Clinical/Registered/Enrolled Nurses
Assistants in Nursing
Physiotherapist
Allied Health
Cleaners

Reporting To

General Manager Health and Aged Care Services

Award / Agreement

Common law Contract

Normal Hours

As rostered

Position Objective

The responsibilities of this position will be delivered in a manner that is in accordance with SwanCare's vision, mission, and values:

- Full operational responsibility for the care centre.
- Demonstrated achievement of the Aged Care Quality Standards for residents and other stakeholders.
- Facilitate and manage the provision of exceptional customer service and an innovative approach and commitment to best practice.
- Build and embed a positive, high achieving culture with a skilled multidisciplinary team, providing staff with support, development, and mentoring.
- Consultation and reporting to stakeholders.
- Achieve agreed occupancy targets for the care centre.
- Work closely and collaboratively with all areas and departments within SwanCare

Responsibilities

Clinical Practice

- Contribute to the development of the nursing and caring philosophy and objectives at the care centre.
- Responsible for the development and implementation of policies and standards of practice for the care centre in liaison with the Executive Team.
- Contributes to generic policies as required within the organisation.
- Participates through memberships on relevant committees in overall management planning for the care centre.
- Applies relevant aspects of current legislation, policies and regulations to the management of the care centre.
- Complies with relevant legislation, policies, and the nursing code of ethics.
- Contributes to selecting appropriate strategies to maintain optimal services for residents, in particular, achievement of Aged Care Quality Standards.
- Coordinates planning activities of nursing and care standards.
- Guides the activities of nursing and care and allied health staff as appropriate.
- Coordinates the Accreditation process in liaison with Clinical Operations Manager and Quality Coordinator for the care centre and ensures targets and objectives are met.
- Assesses effectiveness of policies and procedures with the rights of residents and the Aged Care Standards.
- Evaluates procedures and ensures appropriate action where necessary.
- Ensures the work health and safety of all staff within the care facility.
- Encourages and supports staff in research activities and initiates research activity when appropriate.

Financial Management

- Develops budget for the financial year in liaison with the General Manager Health and Aged Care Services and the Management Accountant.
- Monitors budget in liaison with the Management Accountant.
- Responsible for reporting on and correction of variances from the budget.
- Works with the AN-ACC Coordinator in coordinating the AN-ACC funding model within the residential care centre ensuring that they meet care compliance requirements for resident care and financial sustainability of SwanCare.

- Ensures that staffing costs are managed efficiently and effectively:
 - Ensures that rosters are monitored and meeting budgets and care minutes
 - Staff leave is managed
 - Agency staff utilisation is minimised

People and Culture Management

- Responsible for management of people and culture within the facility in liaison with General Manager People and Culture.
- Plans long term staffing needs in conjunction with General Manager People and Culture and plan selection process in accordance with budget and regulations.
- Responsible for performance management of care centre staff in conjunction with People and Culture.
- Works closely with Manager Operations Employee Services and Manager Operations People and Performance in relation to compliance, recruitment, development, and training.
- Assists and collaborates with General Manager People and Culture to determine and monitor variables which may affect employment and retention of personnel, and plans strategies to address same.
- Reviews Job Descriptions and Performance Appraisal Criteria as required for all staff to ensure required standards continue to be met.
- Responsible for staff development and training in consultation with General Manager Health and Aged Care Services and General Manager People and Culture.
- Assists with counselling interviews for staff as required and referral to external counselling when necessary.
- Exercises professional judgement in liaison with General Manager People and Culture in counselling, praising and disciplining staff.
- Actively engages in self-evaluation.
- Promotes and encourages participation and interaction with the Feathers reward and recognition program.
- Responsible for work, health and safety for the care centre and collaborates and liaises with Manager WHS.

Performance Indicators

- Customer Satisfaction
- Facility Accreditation standards
- Budget results
- AN-ACC income
- Occupancy targets
- Continuous Improvement
- Occupational Health and Safety
- Professional Development – update and maintain professional knowledge and skills.
- Administration – Participation and attendance rates at committee level and Aged Care management team meetings and events
- Employee satisfaction levels and participation rates

Performs other duties within the scope of role, knowledge, and experience as directed by the General Manager Health and Aged Care Services.

Personal Development

- Maintains and develops professional knowledge and skills related to position.
- Actively participates in professional associations and SwanCare Group committees as requested.
- Sets goals for personal and professional growth and revises them annually.

Corporate Values

- Actively promotes & develops the corporate values of the organisation.
- Acts in accordance with all relevant legislation, policies, principles, and procedures
- Participates in processes to monitor customer satisfaction throughout services delivered by the role

Work Health and Safety

- Accepts responsibility for own occupational health and safety requirements.
- Attends all mandatory education
- Utilises Universal Precautions at all times.
- Reports all hazards, accidents and incidents and completes the appropriate forms.
- Identifies and reports any practice / equipment which may reduce safety for staff or residents.
- Works in a safe manner, considering own safety and that of other staff members, residents, and visitors to SwanCare Group.
- Ensures equipment that is broken and may present an injury risk to staff and residents is removed from the work area and a request is submitted to the appropriate Manager.
- Conducts safety audits when requested to do so.

Other

Other tasks may be assigned from time to time to meet the needs of the organisation and/or to assist with the employee's development.

Performance of all tasks to the required standard is essential to maintain the contribution of this position to SwanCare Group standards and the effectiveness of operations.

Selection Criteria - Manager Care Services

Essential

- Minimum of five years' experience at a senior level in Aged Care
- Evidence of recent involvement with Aged Care administrative procedures under Commonwealth and State Legislation
- Proven financial, HR and business management experience in the aged care sector
- Sound knowledge of ACFI, Aged Care Quality Standards and accreditation
- Ability to lead from the front and contribute to continuous quality improvement activities
- Excellent leadership and communication skills with the ability to develop sound relationships with all stakeholders including Residents, Families/Friends, and employees
- Strong communicator and able collaborator
- Competent user of technology including Microsoft suite of products including Word, Excel, Access and Outlook.

Preferred requirements:

- Eligible for registration with the APRHA as a Registered Nurse – Division One
- Bachelor's Degree in relevant discipline
- Post graduate qualifications in relevant discipline.
- Experience in project management and change management.
- Understanding of the principles that underpin effective management, reporting and analysis.
- Acceptable National Police clearance.
- Current Flu Vaccination and Covid Booster vaccination as mandated by Government for Aged Care

The applicant should demonstrate knowledge of:

- The Aged Care Act 1997
- The Aged Care Quality Standards for The Aged Care Accreditation process
- The Ageing Process
- ANMC National Competency Standards for the EN and the NBWA Scope of Nursing Practice decision making framework.
- Equal Opportunity Principles
- Occupational Health & Safety Legislation and Regulations
- National Employment Standards
- Collaborative management practices

SIGNED as an agreement:

Date:

Employee

Date:

Manager

Date:

People & Culture

Fiona Millar