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| Your Role | Deputy Director Care Services | Reports To | Director Care Services |
| Stream | Grade 9 | Line Manager | Click or tap here to enter text. |
| Key Relationships | Click or tap here to enter text. | Team | Click or tap here to enter text. |

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| Your Purpose |
| The position of Deputy Director Care Services is responsible for effective management of the service, ensuring the delivery of quality care, maintenance of standards and promotion of a positive work environment while providing support, supervision and leadership.  Ensure all care and services provided to residents meets their need and goals, their wishes while respecting their rights and complies with regulatory requirements and the Aged Care Quality Standards. |

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| Your Profile |
| * Relevant degree or tertiary qualification in nursing. * Strong clinical knowledge with at least three (3) years’ experience working as a clinician (Registered Nurse, Nurse Unit Manager or similar). * Strong knowledge, understanding and experience of ACFI, with attention to detail. * Demonstrated experience working with, leading and managing a team. * Intermediate experience using a variety of software programs such as AutumnCare (or similar), along with experience using Microsoft Office suite including Word, Excel and Outlook. * Highly organised, flexible and committed to exceptional resident care. * Ability to identify and manage/mitigate risk. * Ability to create sustainable and positive relationships with colleagues, residents, families and visiting allied health specialists. * The right to work in Australia. * In accordance with government requirements, all employees joining Whiddon are required to have the influenza vaccination. Some exemptions apply based on specific medical grounds. |

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| Your Responsibilities | |
| Clinical | * To provide a caring and supportive environment that enhances the security, welfare and wellbeing of the resident. * Resident and their relative’s feedback is valued and action is taken. * Champions’ resident rights and the creation of a culture where residents are respected as individuals, and reporting of resident related concerns is supported. * Manages clinical service outcomes. This could include ensuring compliance with policy and legislation, evaluating clinical services, supporting employees to develop their clinical skills, resolving stakeholder problems and concerns. * Plan, control and direct the provision of a range of high quality personal care and support services that encourage and enable residents to maintain their autonomy and independence.Take responsibility for clinical decisions. * Manage the service in accordance with all regulatory requirements including the Aged Care Act and Principles, the Aged Care Quality Standards, and the Charter of Aged Care Rights * Follow the Clinical Governance framework essential in providing excellent care and a safe environment for our residents. * Develop/maintain an environment focussed on continuous improvement. * Maintain electronic care documentation, reporting and auditing systems. * Supports the Director Care Services to meet financial and budgetary goals. |
| Leadership | * Communicating with the Director Care Services and the team and document clinical catch-up meetings and handover. * Orientation, induction, education and training are provided to all Whiddon staff. * All staff are compliant with education requirements and competencies are undertaken. * Manages employees within the service unit. This could include allocating staff resources, initiating performance management processes, identifying learning and development needs, and resolving staff issues. * Manages hospitality service outcomes. This could include ensuring compliance with policy and legislation, seeking assistance from corporate office in specialised areas, evaluating hospitality services, supporting employees to develop their skills, and resolving stakeholder problems and concerns. * Supports the Director Care Services to plan services for the service unit. This could include participating in service unit workforce and annual planning processes. |
| Work Health and Safety | It is a responsibility of all employees to ensure the safety of themselves and others in the workplace by:   * Complying with Whiddon’s Work Health and Safety Policies and Procedures at all times; * Conducting themselves in line with Work Health and Safety legislative requirements at all times; * Following reasonable directives where safety is concerned; * Identifying and reporting hazards, incidents and safety breaches or concerns. |

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| Your Commitment |
| By accepting your role at Whiddon, you commit to performing your role to the best of your ability, in line with expectations, and in doing so demonstrating your commitment to The Whiddon Way, MyLife and Relationship Based Care in the workplace by:   * Maintaining and improving our residents’/clients’ wellbeing through the seven wellbeing outcomes – applying the MyLife Model of Care; * Applying Whiddon’s Relationship Based Care tools and approach every day; * Ensuring that the clinical, emotional, social and wellbeing needs of our residents/clients are met; * Demonstrating our values with residents, clients and team members, through;   + Nurturing relationships and communities: showing kindness, care, respect and inclusiveness in all interactions with residents, clients and team members. Being inclusive means nurturing relationships, treating everyone as an individual, and accepting everyone as they are.   + Being progressive and innovative: being brave and open to new ideas.   + Creating exceptional impact: listening, understanding and making a difference. |