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|  | Position Description Version: |

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| **Position Title:** | Care Manager |
| **Department:** | Calvary Aged Care |
| **Enterprise Agreement** | Japara Administration Pty Ltd Victorian Aged Care Employees Enterprise Agreement 2021 |
| **Classification:** | VIC - Registered Nurse - Grade 5 |
| **Reports To:** | Home Manager |
| **Date of Preparation:** | 29 November 2021 | **Date Updated:** |  |
| **Primary Purpose** |
| You work collaboratively and cooperatively with Calvary’s Vision and Mission in mind, creating a culture within the home that is resident-centric and treating everyone as an individual. You will ensure the home remains in compliance with the requirements of the Aged care standards. You assist the Home Manager to ensure that the Home embodies a strong diversity culture that advances the frontiers of aged living, through innovation and integration of clinical practice with lifestyle pursuits, hospitality and design. |
| Organisational Environment |
| Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centresCalvary continues the mission of the Sisters of the Little Company of Mary, a [mission](https://www.calvarycare.org.au/about/mission-and-values) focused on caring for those who are sick, dying and in need.  We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the [Spirit of Calvary](https://www.calvarycare.org.au/about/mission-and-values/) and the example of Venerable [Mary Potter](https://www.calvarycare.org.au/about/heritage/).As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans. |
| Accountabilities and Key Result Areas |
| ***People and Culture:**** Practice in accordance with Calvary and relevant Government Health policies and procedures, the position description, Code of Conduct and industrial agreements.
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.
* Provide leadership to clinical staff and ensure appropriate clinical supervision and delegation of responsibilities are provided to staff (not limited to handover sheets, evacuation sheets etc.).
* Managing staff rosters effectively on a day-to-day basis ensuring that adequate and appropriately skilled staff are in attendance to deliver quality outcomes to residents.
* Maintaining good working relationships with visiting health professionals and other external care providers.
* Maintain current knowledge and understanding of Aged Care Funding models and demonstrate strong commercial acumen.
* Ensuring that all staff undertake continuing education and competency assessments and maintain high levels of resident care.
* Equipping and mentoring staff to optimise their career opportunities.
* Promoting a customer focused service demonstrating intellectual curiosity and focus on ensuring that the focus is on resident care balanced with staff wellbeing.
* Supervising student nurses, EN trainees and other clinical staff and Resident Care Workers to ensure in time relevant and appropriate care levels maintained.
* Ensuring adherence to the monthly quality program in the Home by working collaboratively across clinical, catering, cleaning, laundry and maintenance services within the facility.
* Managing staff to ensure data collected produces quality audits and ensure the timely completion of this process in accordance with the schedule.
* Making certain policies and procedures are current and available to all staff, monitoring compliance and support implementation.
* Integrating the Lifestyle program at the home to support the residents’ wide range of interests and provides residents with a variety of activities that maximise their independence, choice and decision-making links with the community and cultural or spiritual needs.
* Participating in the recruitment, selection and onboarding of staff (with the Home Manager). Ensuring a positive induction and orientation to the Home, staff and residents.
* Collaborating with the Home Manager in the probationary and annual review process with clinical staff in accordance with the organisations’ performance management policy and processes.

***Excellence in Service Delivery:*** * Ensure that any issues/complaints raised through Feedback forms by residents/representative or other are addressed promptly and in consultation with the Home Manager.
* Timely follow-up of resident clinical issues; hazards; incident reports; infection control issues as it relates to resident care including trend analysis and produce strong case studies to encourage learning and development
* To provide strong purpose-led leadership at the Home creating an environment of team collaboration and contribution, that thrives on ideas and innovation.
* To lead your care and support teams to allow them to flourish in their respective roles ensuring that they provide the best of person-centered care.
* To provide governance over key risk areas (quality, care and staff development) to ensure that the team operates safely ensuring risks or variations to care or support plans are quickly identified and treated.
* To ensure compliance throughout the home with all Aged Care Standards, legislative/statutory requirements, and regulations.
* To implement organisational policies and procedures, quality systems and monitoring of staff practices to ensure these are maintained appropriately.
* To ensure care and support plans are engineered towards supporting residents to live they life they choose and programs of care are developed in partnership with them.
* Ensure regular clinical sweeps are done ensuring all gaps are dealt with in a timely manner.
* Coordinate admission of new residents including assessment, development and implementation of resident care plans in consultation with the resident and/or their family/representative.
* Ensure that all medication is safely stored, stocked and administered in accordance with legislative requirements particularly psychotropics.

***Excellence in Service Development:*** * Assist Home Manager in strategic planning, policy and procedure review, implementation, and monitoring compliance with all relevant requirements.
* Working collaboratively with Home Manager to ensure quality care outcomes are met and review reporting across the home.
* Liaise with Pharmacists and other relevant external medical professionals and participate actively in the Medication Advisory Committee and all clinical care meetings and consultative forums.

***Wise Stewardship:**** Show consideration for others by demonstrating empathy for a diverse range of residents and staff.
* Communicate the importance of social connections for residents and ensure that staff facilitate this process.
* Delegate tasks and spends time teaching others to ensure that a continuous learning and development environment is encouraged.
* Ask for feedback and opportunities for continuous professional development.
* Listen to resident feedback and focus on optimal and intime care by putting residents at the centre of everything you do.
* Demonstrate an understanding of the organisation as a business and commercial acumen to ensure high ROI.

***WH&S Responsibilities:*** * Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Comply with relevant Calvary WHS policies, procedures, work instructions and requests;
* Report to your supervisor any incident or unsafe conditions which come to your attention;
* Observe any additional requirements as outlined in Calvary’s WHS Responsibilities, Authority and Accountability Table (published on Calvary intranet)
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| **Reporting Lines and Key Relationships** |
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| **Position Impact** |
| Direct Reports: |   |
| Budget: | **Click here to enter text.** |
| Selection Criteria |
| **Essential*** High level of commitment, integrity, honesty and trustworthiness.
* Above average knowledge and understanding of the aged care sector with the ability to identify changing trends and to ensure best practice.
* An effective listener with the ability to communicate at all levels both orally and in writing with excellent presentation skills.
* Understanding of and ability to manage human resource issues with effective negotiation skills.
* Ability to understand and use information technology and programs such as Word, Excel, etc. and to learn new skills as required.
* COVID-19 vaccination is a mandatory requirement unless assessed exempt
* Influenza vaccination is a mandatory requirement unless assessed exempt
* Current registration as a Registered Nurse with AHPRA - No restrictions
* A minimum of 3 years’ experience in a senior management role within the aged care sector with a successful and proven track record
* Quality Assurance Certificate or equivalent experience
* A desire to join a team committed to the care of others in a mission based organisation
* An ability to connect and relate effectively to and with all stakeholders.
* The ability to relate the Standards wholeheartedly to the care environment.
* A proven ability in quality management using a teambuilding approach through mentoring and staff development
* A high level of commitment, integrity, honesty and trustworthiness.
* An inherit curiosity and a personal value of wanting to do better all the time, a change leader.
* A management level of knowledge and understanding of the aged care sector with the ability to identify changing trends and adapt to ensure best practice program delivery.
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |