

Position Description

Area Manager (IHC)

August 2024



Baptcare is a purpose driven and faith-based organisation working across Victoria, Tasmania, and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

ROLE PURPOSE – Area Manager, In Home Care

The Area Manager will oversee the operations of a Hub, ensuring effective coordination and delivery of home care client services for a geographical area. The role encompasses overseeing all aspects of client service delivery including care services customer service and administration requirements for funding programs within the Hub. This is a client-focused role which is accountable for the delivery of high-quality services and high client satisfaction.

Position Specifications

Dimensions			
Division:	In Home Care – Direct Care	Reports to (title):	Operations Manager
Industrial Instrument	Common Law	Classification/Grade:	Mercer level 4
Primary Location/Region (optional):	Care Hub	Status:	Full Time, Ongoing
Internal Stakeholders:	<ul style="list-style-type: none"> - Care Consultants - Customer Service Officers - Care staff - Direct Care Services Leads - People and Culture team - Finance and Payroll team - CLC staff 	External Stakeholders:	<ul style="list-style-type: none"> - Client and families - Healthcare providers - Regulatory bodies - Suppliers and contractors
Managers/Supervisors Only			
Direct Reports:	7-10	Team Salary Budget:	\$2m Total of staff salaries

Position Outline

Key Responsibility Areas
<p>Leadership and Team Development</p> <ul style="list-style-type: none"> • Lead and develop team members to ensure the delivery of safe and effective services that meet customer needs, goals, and preferences, fostering independence, health, well-being, and quality of life. • Foster a culture of respect for diversity while ensuring staff treat clients in a kind, caring, and respectful manner. • Demonstrate leadership in alignment with Baptcare’s mission, vision, and values. • Lead and participate in projects in relation to ongoing improvement of IHC operations. <p>Service Delivery and Consumer Outcomes</p> <ul style="list-style-type: none"> • Accountable for “all” consumer outcomes for all In-Home Care consumers in geographical region – Single point of accountability

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- Support Care Consultants in delivering exceptional relationship/case management to achieve consumer specific outcomes.
- Respond to service delivery issues locally, implementing solutions to achieve expected consumer outcomes.
- Manage day-to-day activities to maintain and support current customers, ensuring engagement and loyalty.

Transition and Growth Support

- Support the transition to SAH by assisting with customer communications, product/service design, and increasing spend within the existing customer base.
- Assist in ongoing sales and marketing activities to achieve growth targets.
- Contribute to the future organisational design for SAH.

Compliance and Quality Assurance

- Comply with Baptcare's policies, procedures, and regulatory requirements, including workplace health and safety legislation.
- Commit to providing customer-centered care of the highest standards.
- Manage in accordance with budget and targets.
- Oversee audit activity to ensure client care needs are being met

Care Coordination and Client Satisfaction

- Ensure consumer specific requirements and care needs are met comprehensively and that client satisfaction remains high.
- Review incidents and feedback in Riskman ensuring feedback is acknowledged and responded to as per Baptcare policies

Workplace Health & Safety

- Report WHS hazards, injuries and incidents (including near misses)
- Act responsibly to protect your safety and the safety of others
- Participate in and contribute to WHS improvement activities including inspections, audits, and other view activities
- Actively participate in rehabilitation and return to work activities following any work-related injury
- Comply with responsibilities under the WHS Management System and any reasonable instructions, including during emergency situations
- Ensure any incidents you encounter are reported, supporting any investigations, and supporting the implementation of preventative measures

Key Performance Indicators

- Delivery of quality consumer centric outcomes for all consumers in geographic area
- Measure the satisfaction level of clients in the dedicated region through regular B-heard surveys or feedback mechanisms.
- Timeliness and accuracy of service delivery to ensure that customer needs are met promptly and effectively.
- Assess the performance of the team against predefined targets such as case resolution time, client engagement, and adherence to care plans.
- Grow client numbers ensuring a smooth onboarding process and retention.
- Meet Balanced Score Card Metrics and activity targets for care services (HCP utilisation and CHSP activity)
- Monitor adherence to Baptcare policies, procedures, and regulatory requirements, ensuring high standards of care and service delivery.

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Key Selection Criteria

- Demonstrated ability to lead and inspire a diverse team, fostering a culture of respect, collaboration, and continuous improvement.
- Proven experience in managing transitions and implementing strategic initiatives to drive organisational growth and adaptation to change.
- Strong commitment to delivering customer-centred care of the highest standards, with a focus on meeting client needs, goals, and preferences.
- Excellent communication skills with the ability to effectively engage with clients, team members, and stakeholders to achieve desired outcomes.
- Sound judgment and analytical skills to identify and resolve service delivery issues, implementing effective solutions to achieve optimal consumer outcomes.
- Ability to thrive in a dynamic and challenging environment, demonstrating resilience, flexibility, and adaptability to evolving priorities and requirements.
- Alignment and commitment to Baptcare’s Mission, Vision and Values

Employee Profile

Qualifications & Experience

Essential:	<ul style="list-style-type: none"> • Relevant tertiary qualifications in Healthcare Management, health administration, business administration or a related field. • Minimum 2 years’ experience in a leadership or management role within the healthcare or aged care sector.
Desirable:	<ul style="list-style-type: none"> • Comprehensive knowledge of clinical governance, risk management, and compliance requirements.

Background Checks, Licences and Accreditations

Essential	<ul style="list-style-type: none"> • Satisfactory National Crime Check, renewed every three (3) years • Driver’s licence and own reliable vehicle • Full and ongoing Right to Work in Australia
Desirable	<ul style="list-style-type: none"> • COVID-19 Vaccinations • Influenza Vaccination

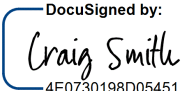
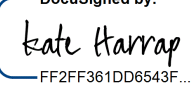
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DECLARATION			
Understanding and Acceptance	I have read and understand the Position Description and I understand and accept the accountabilities and requirements.		
Employee	Name:	eSignature:	Date:
Baptcare Representative	Name:	eSignature:	Date:

PEOPLE, CULTURE AND SAFETY USE ONLY		
For Common Law, this role has been assessed by Remuneration, Benefits and Systems	eSignature:  Name: Craig Smith	Date: 16 September 2024 3:34 PM AEST
For roles covered by an industrial instrument (eg Vic EBA, SCHADS etc) this role has been assessed by the relevant P&C Manager	eSignature: Name:	Date:
This Position Description has been signed and approved by People and Culture	eSignature:  Name: Kate Harrap	Date: 16 September 2024 5:04 PM AEST

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Mission Vision

Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Communities where every person is cherished.



Values

Our Mission & Vision are lived through our WE CARE Values.

We care about...

Our Customers

Our Team



Wellbeing

... you living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.

... strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.



Ethics

... being genuine with you, leading with integrity and fulfilling Baptcare's purpose in harmony with community expectations.

... being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.



Co-creating

... building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.

... building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.



Accountability

... fulfilling our commitments to you and accepting our responsibilities to continually improve.

... fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.



Respect

... understanding and embracing your individuality, standing up for your equality and protecting your dignity.

... treating one another as we like to be treated ourselves, by welcoming differences with an open mind and promoting equality and dignity.



Effectiveness

... being focused on achieving the best outcomes for you, with you.

... ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.



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