

Position Description

Hospitality Manager, Residential

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 – Hospitality Manager, Residential

Position Specifications

Dimensions			
Division:	Service & Operations	Reports to (title):	Head of Residential Aged Care
Industrial Instrument	Common Law	Classification/Grade:	Mercer grade 4
Primary Location/Region (optional):	Camberwell	Status:	Full Time, Ongoing
Internal Stakeholders:	Property, Service & Operations, Quality, Finance, Procurement, Sales & Marketing	External Stakeholders:	Contractors, industry peak bodies
Managers/Supervisors Only			
Direct Reports:	2 direct reports	Operating budget	\$21M

Position Outline

Key Responsibility Areas
<p>Customer Service Delivery</p> <ul style="list-style-type: none"> Efficient management of catering, cleaning and laundry services to ensure the delivery of consistent quality service to residents that meets their requirements Foster a workforce culture that promotes kind, empathetic, caring, welcoming, and respectful interactions with consumers while acknowledging their individual identities and cultural diversity Collaborate closely with clinical teams to maintain high standards of services, ensuring that individualised needs are met according to the residents' preferences and choices Oversee the recruitment, training, assessment, and equipping of staff to meet consumer needs in alignment with the Aged Care Quality Standards Comply with FSANZ Food Standards Code legislation, Victorian Food Act and the Food Act (TAS) (as applicable) Manage the operational risks associated with these services and escalate appropriately Manage and resolve complaints to a satisfactory outcome Management of Retirement Living cafés and Day Care Centre catering service to ensure compliance and strong financial performance Provide backup to Baptcare Operations & Services for afterhours/on call requirements as and when required in emergency situations <p>Financial Sustainability</p> <ul style="list-style-type: none"> Hospitality (and related) Services – Ensure that the Baptcare Living Well Additional package and other packaged style services are supported by adequate pricing, program delivery and clear collateral and continuous quality improvement to meet the evolving needs of residents

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- Play a key role in the development, governance and the operationalisation of Fee for Service offerings into Baptcare programs
- Analyse financial reports and implement cost-effective strategies to optimise resource allocation and maintain profitability

Operational Leadership and Compliance

- Contractor Management – Serve as the point of contact between Baptcare and the contractor ensuring the Baptcare Quality Management system, policies, procedures and processes are adhered to
- Oversee external contractors to ensure compliance with policies and procedures; maintain contractor accountability by ensuring they provide the requested or contracted service, whilst maintaining effective relationships
- Provide leadership and management support to Hospitality Operations Managers to align hospitality teams with strategic objectives, emphasising customer experience outcomes, service growth, and financial targets
- Manage risks in hospitality service delivery to protect the brand, reputation, and customer outcomes
- Ensure the delivery of quality services in compliance with internal and external standards across residential sites, cafes and Community Centres
- Implement innovative programs, maintain regulatory compliance, and promote best practices in service delivery
- Continuously improve business systems to enhance productivity outcomes
- Provide regular performance feedback to direct reports, actively contributing to performance and development plans

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
- Ensure tools, equipment, PPE, and clothing are in a safe condition before use and report/fix any defects as appropriate
- 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

- Maintain high resident satisfaction survey scores
- Ensure the delivery of exceptional, person-centred, and cost-effective care services that meet consumer needs and regulatory requirements within Residential Aged Care
- Successfully initiate and implement changes for process and behaviour improvement, promoting innovation
- Maintain strict compliance with industry laws, regulations, and external drivers of change
- Complete effective operational and performance outcomes and support Residential Aged Care Homes to achieve financial and performance KPIs
- Manage feedback as per the Baptcare feedback policy
- Team attrition is below 15% per annum
- Outsourced services meet or exceed contract and tender specification objectives
- Projects are delivered on or before deadlines

Key Selection Criteria

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- Wholeheartedly aligned with Baptcare's Mission, Vision and Values
- Sound financial/budget management experience
- Excellent Leadership skills
- Excellent verbal and written communication skills
- Proven ability to empathise and understand consumer and staff needs
- Effective collaboration with peers and stakeholders to drive business improvement, growth, and foster a culture of service excellence
- Demonstrated prioritisation and organisation skills
- Proven ability and commitment to work autonomously
- Proven conflict management skills
- Demonstrated consultative approach with residents, staff, colleagues and other stakeholders
- Computer literacy
- Actively maintains professional skills and is up to date in current practices in aged care and hospitality related services applicable to the role

Employee Profile

Qualifications & Experience	
Essential:	<ul style="list-style-type: none"> • Demonstrated senior management experience which relates to residential care or a hotel service style operation • Well-developed knowledge and understanding of the Aged Care Act, Victorian Food Act 1984 and the Food Act 2003 (TAS) and the Accreditation Standards and relevant legislation • Food Safety Supervisor Health Competency Qualifications • Relevant Industry Training – Food Handling and Hygiene Certificate • Commercial cookery certificate III / IV • Current Certificate for Food safety supervision skill set HLTSS00061- for community services and health industries including HLTFS001, HLTFS005 and HLTFS007
Desirable:	<ul style="list-style-type: none"> • Degree or Diploma in Hospitality Management or Business administration or related field

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 Vaccination • Influenza Vaccinations

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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 Compensation, People Systems	eSignature:  Name: Craig Smith	Date: 13 November 2024 4:57 PM AEDT
For roles covered by an industrial instrument (eg Vic EBA, SCHADS etc) this role has been assessed by the People and Culture	eSignature: Name:	Date:
This Position Description has been signed and approved by the Head of People and Culture	eSignature:  Name: Kate Harrap	Date: 13 November 2024 5:02 PM AEDT

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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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