

<b>TITLE OF POSITION:</b>	<b>MANAGER COMMUNITY SERVICES</b>
<b>DIVISION:</b>	Community Services
<b>SITE:</b>	Resthaven Sites
<b>REPORTS TO:</b>	Executive Manager Community Services & Retirement Living through the Senior Operations Manager Community Services

### OVERVIEW OF ROLE

In accordance with Resthaven philosophy and policies, the Manager Community Services is responsible for ensuring the provision of high-quality, cost-effective service outcomes for older people. The role of the Manager - Community Services will encompass operational oversight of the operations within region of our in-home and community-based programs for older people. As a manager, you will also be responsible for the leadership and program direction and stakeholder management, contract management and regional office leadership, which includes human resource management, property, WHS, risk management and community relationships and business development.

*Special Conditions:* A current driver's licence is essential and must be able to work outside normal hours as the need determines.

### ABOUT RESTHAVEN

Resthaven was established in 1935 and is one of a select few providers to offer the full range of aged care services. Proudly South Australian, Resthaven is a financially independent, not-for-profit charity associated with the Uniting Church in Australia. Find meaningful connections and work with purpose as you are supported to develop in your role.

### CORE RESPONSIBILITIES

Undertake duties in accordance with the philosophy, business practices and policies of Resthaven Incorporated, and perform the following duties:

#### High Quality Service Delivery:

- Responsible for ensuring the provision of quality care to clients through:
  - Ensuring comprehensive and ongoing assessment of clients' needs in accord with current best practice.
  - Focusing on service to clients through continuous improvement.
  - Promoting client self-determination and co-designing of service plans.
  - Consumer engagement.

#### Compliance

- Responsible for ensuring the implementation of Resthaven's policy and procedures and investigating any breaches and implementing corrective action.
- Contribute to the development and review of policy and procedures by:
  - Supporting and contributing to the development and implementation of policies, procedures, and practices for the provision of quality services in accordance with Aged Care Standards, Legislation, Commonwealth Home Support Programme – Programme Manual, Short Term Restorative Care Programme Manual, DVA Manuals and notes and other relevant published guidelines.
  - Preparation and introduction of local procedures which promote contemporary quality care in accord with Resthaven Policies and ensure standards are maintained.

- Responsible for ensuring the implementation of Resthaven Work Health and Safety policies and procedures within the program including:
  - Hazard and incident reporting
  - Committee meetings
  - Maintaining safe environment for staff and clients
  - Contributing to continuous improvement by constant review of services, structure, policies, and procedures.
- Leading continuous improvement processes within the service to ensure compliance with the Aged Care legislation and program guidelines and Demonstrating leadership in the implementation and management of Resthaven's Quality Management Systems
- Complying with contractual requirements

### **Performance and Financial Sustainability**

- Effectively and efficiently managing the day-to-day resources of the service including physical, financial, and human, in compliance with Resthaven policies and procedures and legislative and contractual requirements
- Participation in budget planning and managing operational budgets.
- Ensuring that the services provided to clients are of the highest quality and in line with the objectives and philosophy of Resthaven Incorporated.
- Promotion of a positive working culture and cooperative team environment
- Monitoring, with professional staff, that clinical practice is in accord with current best practice.
- Management of contractors and physical infrastructure within the region.

### **Leadership**

- Responsible for the overall leadership of the service and leading processes by
  - Implementing organisational change in a systematic and planned approach ensuring clear and ongoing communication and support during the change process.
  - Supporting teams to ensure optimum performance by all staff and volunteers through effective workforce planning, development, and management.
  - Develop and maintain a constructive culture aligned to Resthaven values.
  - Develop annual operational plan and individual teamwork plans for the region.
  - Perform other duties, tasks and activities associated with this role as reasonably required by Resthaven.
  - Maintaining an effective liaison with community agencies and understanding of community resources
- Responsible for promoting Resthaven's Anti-discrimination Bullying and Harassment Policy within the workplace and ensuring that acceptable standards of conduct are always observed by staff.
- Facilitating and managing change at the service
- Building and developing a team
- Participation in Resthaven committees and projects as required.
- Identify and lead the development of new opportunities in conjunction with the senior manager.

Other duties as directed by the Executive Manager Community Services & Retirement Living/Senior Operations Manager Community Services commensurate with classification and training.

### **RESTHAVEN REQUIREMENTS**

Staff must follow and apply the following:

## **Quality, Health, Safety, and Injury Management**

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation and return to work of staff injured at work.
- Undertaking all duties in accordance with Resthaven's Quality Management System, policies, and procedures
- Assisting in the ongoing maintenance of a safe workplace through involvement in the implementation of safe systems of work in accordance with Resthaven Work Health and Safety Policies and Procedures.
- Participating in mandatory Health and Safety training sessions.
- Identifying and reporting hazards in the workplace.
- Participating in Resthaven Quality Management System and commitment to processes of continuous improvement activities, including auditing, surveys and needs analysis.

## **Privacy and Confidentiality**

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers, students, and staff.
- Ensuring that any confidential information that becomes known through the course of employment with Resthaven is kept confidential including information relating to Resthaven's:
  - Business or operational interests
  - Methodology and affairs
  - Financial information
  - Anything else that is notified as being confidential.

## **SELECTION CRITERIA**

### **Essential**

- Ability to satisfy Key Personnel requirements for the Aged Care Act 1997
- Experience in management of a health-related setting/ in direct health service delivery
- Demonstrated competence and interpersonal skills to enable effective communication with all levels of staff, management, and other organisations.
- Management of a budget and financial literacy
- Demonstrated ability to counsel staff and clients and to handle conflict and mediate and negotiate acceptable solutions.
- Demonstrated ability to recognise when change is required and to initiate and manage the change process through lateral thinking and staff consultation.
- Ability to provide leadership which motivates staff to provide quality client focussed services.
- Ability to balance the needs of individuals receiving the service against the needs of populations for access to services and effectively manage these.
- An understanding of issues for elderly people, their families, and carers
  
- An awareness of and ability to effectively manage:
  - Program budget
  - Employment practices

- Work Health & Safety
- Duty of Care
- Client and Staff rights
- Accountability requirements
- Quality system
- Ability to work effectively and cooperatively as a member of the Community Service Division
- An ability to identify changing themes/trends in the Service environment and work with staff and other agencies to effectively respond to these via program development and new initiatives.
- Demonstrated commitment to on-going professional development.
- Proficient in the use of the Microsoft Office applications including Word and Excel

**Desirable**

- Experience in coordination of health promotion programs
- Knowledge of the Aged Care Standards and general policy directions for the reform of community aged care
- Knowledge of rehabilitation programming and coordination
- Comprehensive knowledge of relevant legislation and guidelines relevant to Community Aged Care services.
- Skills in care management database

Acknowledged:

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Employee

Date:

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