

Uniting AgeWell Position Description

Position Information

Position Title:	Program Manager	
Division/Department:	Home Care	
Reporting to:	Director	
Enterprise/Individual Agreement:	As per employment contract	
Classification/Grade:	As per employment contract	
Location:	As per employment contract	
Employment Status:	As per employment contract	
Resource Management	Direct Reports: Team Leader, Care Advisor, Care Organiser, Registered Nurse, Allied Health, Activity Workers, Home Care Worker, UA staff	Indirect reports:
Key Relationships:	Internal: Clients, Volunteers, UA Staff, Coordinator	External: Clients/Family members, Referral Agencies, Members of the public
Position Specific Credentials, Qualifications & Experience	<ul style="list-style-type: none"> • Tertiary qualification in management, business or related discipline and/or experience in operational management in a health/ aged care organisation • Comprehensive knowledge of best practice and experience in assessment, care planning and service delivery to older persons living in the community • Experience and expertise in working within and monitoring budgets • Experience and expertise in the leadership and development of a cohesive team, to support staff in the delivery of high quality services • Understanding and experience in identifying and managing risk in the community aged care • Understanding and ability to work within program standards and guidelines providing quality outcomes for clients • A satisfactory National Criminal Police Record Check (PRC) is required prior to commencement • Working With Children Check (VIC) or Registration to work with Vulnerable People (TAS) • Driver's License (if required) • An obligation to have an annual vaccination(s) as per our vaccination policy • Capacity and willingness to travel throughout Victoria and Tasmania as required 	

Uniting AgeWell

As an organisation of the Uniting Church in Australia, Uniting AgeWell has a long and proud history of providing residential and community services for older Australians across Victoria and Tasmania. Through a diverse range of integrated service options, we aim to provide our customers with continuity of care, enabling them to live well with choice and peace of mind. Services include independent retirement living, home care, social support, allied health and therapy programs, respite and carer support and residential care communities.

Our Vision

A national leader, creating thriving and inclusive communities where innovative, high quality aged care services are delivered with respect and kindness.

Our Purpose

Uniting AgeWell strives to create and deliver innovative, high quality and accessible services to people through their ageing journey. In doing this, we address the physical, cognitive, emotional, social and spiritual wellbeing of those to whom we provide care and support.



We build our services from a foundation of research, education, partnership and respect, enabling us to better understand the needs and aspirations of our customers and their families and friends.
We celebrate and value the diversity of our communities, staff and volunteers.

Our Workplace Culture and Values

At Uniting AgeWell we provide a workplace culture based on the **BEST** philosophy – **Believe, Excel, Support and Trust** – underpinned by **our values of Kindness, Respect, Integrity, Innovation and Inclusion**, and our Customer Service Charter and Promise to shape and inform all that we do.

More information can be found on the Uniting AgeWell website www.unitingagewell.org

Position Purpose

The Program Manager Home Care Programs is a member of the home care leadership team across Victoria and Tasmania and will work in conjunction with the Director to lead the development and delivery of Home Care and Respite Services to older people, their families and allies living in the community.

The purpose of the role is to provide leadership and effectively manage Home Care and Respite staff to ensure provision of high quality, compliant and consumer directed services. You will also develop and implement fee for service approaches in the regions and to ensure that the programs operate within agreed resource frameworks and financial targets.

This is also a critical leadership role and will see you play an active part in the development and coordination of staff working with the relevant Home care program.

Uniting AgeWell Strategic Plan and Clinical Governance Framework





All roles are linked to the Uniting AgeWell strategy and are fundamental in achieving its vision and purpose.
Strategic Priority 1: Our customers are at the heart of everything we do
Strategic Priority 2: We are an employer of choice
Strategic Priority 3: We are sustainable
Strategic Priority 4: We are proudly an expression of the Uniting Church
Strategic Priority 5: We are a learning organisation



Key Responsibilities and Measures

Key Responsibilities	Measures and Outcomes to be Achieved
<p>Client Coordination and Care</p> <ul style="list-style-type: none"> To develop and manage services to ensure an effective and consistent approach to care. To ensure a multidisciplinary approach to assessment and care planning. To ensure client assessments are conducted as required and ensure consultation with clients and/or their carers in the development of individual goals to maintain or improve independence. To ensure that clients and carers are referred to My Aged Care or other internal and external services when needed. To ensure that up to date service information, explanation of rights and responsibilities and assistance to understand this is provided. To implement appropriate mechanisms for clients, service providers and community participation in program evaluation, service development and feedback. To ensure waiting lists are managed effectively and in accordance with appropriate guidelines. To ensure client's changing abilities and interests are monitored and clients are provided with access to a wide range of activities, therapies and experiences. 	<ul style="list-style-type: none"> A holistic approach to care planning is achieved. Clients understand their rights and responsibilities and choices in service provision available. Measure increases in wellbeing and reablement against annual goals through a formal review process Clients are satisfied with services provided.
<p>Person Centered care</p> <p>Working collaboratively within a multi-disciplinary team and with our residents, clients and their family members to provide an environment that supports peoples' physical, emotional, social and psychological needs.</p> <ul style="list-style-type: none"> Establish a meaningful relationship with residents/clients, engage in communication with them and their families to develop a holistic understanding of their needs and lifestyle preferences. Promote and provide resident/client choice where possible, within the scope or your role. Ensure you escalate any observations or concerns regarding the residents/clients health, safety and well-being appropriately and in a timely manner. 	<ul style="list-style-type: none"> Person Centred Care is delivered within the scope of the RSM through the effective leadership and mentoring of all nursing and care staff to ensure they provide a high standard of best practice, person centred care. Ensure the recruitment and selection of suitably qualified staff who have a commitment to working within the UA ethos and Values and will be effective contributors to the team. Through the effective management of rosters, ensure appropriate skill mix of staff for each shift to maintain high levels of care to our residents. Provide clear and timely communication to staff so all team members are aware of any policy or protocol changes and adequate support and guidance for staff to be able to fulfil their role effectively.
<p>Customer Experience</p> <p>At Uniting AgeWell, the quality of life and experience of our customers is at the heart of everything we do. We are</p>	<ul style="list-style-type: none"> Residents and clients are treated with respect and dignity Clients and residents are receiving person –



<p>committed to the provision of excellent customer service to all of our people, clients and stakeholders including residents and external suppliers, this is outlined in our Customer Promise, Customer Charter, the UA values and BEST philosophy.</p>	<p>centred and goal directed care in accordance with care plans</p> <ul style="list-style-type: none"> • Resident and client service satisfaction surveys within agreed targets • Compliments to complaints ratios • Issues/complaints are resolved in a timely manner and escalated for further action where required
<p>Employee Experience</p> <p>Leading and supporting each other to be their BEST, give their BEST and help our community live their BEST</p> <p>To adhere to the BEST way of life in our daily work practices</p> <p>Believe we can make a difference everyday</p> <ul style="list-style-type: none"> • To lead by example and be committed to making a difference to the people we support and out community <p>Excel by improving the way we work & partner with others to share & gain wisdom</p> <ul style="list-style-type: none"> • To excel by partnering and providing guidance to our people around quality, safe and sustainable work practices and improving the way we do things • Participate in learning and development aligned with our BEST, Values and Customer Promise and Charter <p>Supporting our people & valuing their contribution, experience and differences</p> <ul style="list-style-type: none"> • Role model and support our staff to adhere to the BEST way of life. <p>Trusting in our relationships to build strong & collaborative partnerships</p> <ul style="list-style-type: none"> • To create a workplace culture of trust. 	<ul style="list-style-type: none"> • The BEST way of life is evident in the individual's daily contribution in the work place. • Improvement in service delivery for residents and clients • Audits and accreditation are met and our people are adhering to policies, procedures and safe work practices • Cohesive and supportive team cultures is embedded • A commitment to diversity and inclusion and living the UA values • Promote a culture of continuous learning • All mandatory training of individual and staff is completed within the required time frames, as determined by executive and site management • The BEST way of life is evident in the way we practise our learnings and support and mentor others. Support others by sharing learnings demonstrating and implementing best practise
<p>Health and Safety</p> <p>To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students.</p> <ul style="list-style-type: none"> • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised • Participate actively and positively in the area of health and safety to reduce all hazards and incidents within the workplace • Integrate and review OHS performance in staff Performance Development Plans • Ensure all direct reports are held accountable for safety performance and actions • Present at work fit for the physical and mental demands of your role. • Take reasonable care for your own safety, the safety 	<ul style="list-style-type: none"> • To remain current in principles of infection control, to practice standard infection control precautions and any special organisational requirements to ensure compliance with food handling regulations • Implement and adhere to Uniting AgeWell OHS policies, protocols and safe work procedures • Ensure all hazards, incidents and injuries are reported in Riskman within the required timeframe • Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes • Mandatory training completed at agreed frequency



of your employees, colleagues and clients	
<p>Quality, Compliance & Risk Management</p> <p>Uniting AgeWell strives to provide the highest quality care for each and every customer. For the purpose of UA’s framework, high quality care is defined as care that is ‘Responsive, Integrated, Safe and Effective’ (RISE)</p> <ul style="list-style-type: none"> To lead Continuous Improvement: To maintain an understanding of the Aged Care Standards for Accreditation; to seek opportunities for continuous improvement; and to participate in internal audits, customer satisfaction surveys and other quality improvement activities To ensure you and your team maintain an understanding of and comply with all legislation and regulations affecting the employee’s position including Occupational Health and Safety (OHS) regulations and requirements; to adhere to any code of ethics that may apply to the employee’s profession To proactively facilitate implementation of new and amended operational policy and practice standards through effective communication, coaching and education Ensure high impact – high prevalence clinical risks are identified and managed, ensuring that customer choice is considered and they are informed and supported in choice and decisions To drive and lead the implementation of the Clinical Governance Framework comprising of: Leadership, Culture, Customer Partnerships, Workforce, Clinical Practice and Risk Management. 	<ul style="list-style-type: none"> Compliance with all professional and legal obligations is achieved Policies and practice standards are reviewed, updated and implemented To ensure staff participate in audits as required To ensure all Quality and Compliance related KPIs and targets for yourself and your team are met To monitor the Care service provided by yourself and your team to ensure the service provided are designed and delivered to minimise risk. To provide guidance and support to staff in preparation for audits and accreditation

Other Duties & Requirements of the Position

Other Duties	<ul style="list-style-type: none"> Other reasonable duties as requested from time to time, completed effectively and within given time frames.
Requirements	<ul style="list-style-type: none"> Capacity and willingness to work within the ethos of the Uniting Church in Australia Dignity, Privacy and Confidentiality: To ensure that the personal dignity and privacy of all residents / clients, their representatives and other staff are maintained, and that all interactions with resident/clients and their representatives are treated confidentially Professional Boundaries are to be adhered to at all times Work in accordance with the UA Code of Conduct, all UA workplace policies and guidelines, our BEST philosophy, UA Values and our Customer Promise and Charter to understand and deliver the philosophy of care of UA as expressed in the organisation’s Objectives, Vision, and Values. Responsible for checking their electronic correspondence including but not limited to email, system specific to ensure they are up to date with any changes.



Employee Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Priorities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____

Date: _____

Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
	May 22	Developed by P&C Reviewed by Recruitment – P&C