

POSITION DESCRIPTION

Position Title:	Service Manager, Residential Care
Reporting to:	Operations Manager, Residential Care
Business Area:	Residential Care
Location:	Various Residential Care Facilities

PRIMARY OBJECTIVES

The Service Manager is responsible for the effective management of a residential care facility. The role is primarily responsible for leading and managing staff, ensuring effective rostering, the delivery of quality clinical and allied health care to our residents, and managing the operations, including hospitality for the site. The Service Manager plays a key role in modelling & leading Amana Living's Philosophy of Care and 3Rs culture.

RESPONSIBILITIES

CORE RESPONSIBILTIES	KEY DUTIES, TASKS AND RESPONSIBILITIES
Leadership	<ul style="list-style-type: none"> Provides leadership, management, oversight and support to the direct care, hospitality, allied health, maintenance, and administration teams to ensure that best practice principals are adopted consistently. Attends and actively contributes to Residential Care Leadership Team meetings, senior staff forums and other meetings and forums as directed as required.
Clinical Leadership	<ul style="list-style-type: none"> Provides leadership and oversight of the care for the facility ensuring the care provided meets and exceeds the organisation's clinical care standards. Responsible for the monitoring and reporting on clinical KPIs, ensuring action is taken to mitigate and reduce risk and to ensure resident safety is maintained. Ensures regular monitoring, updating currency of the Plan for Continuous Improvement for the site, and assists in preparation for accreditation.
Financial Management	<ul style="list-style-type: none"> Contributes to the preparation of the facility's operating budget and manages operations effectively to achieve budget and not exceed targets.

	<ul style="list-style-type: none"> • Oversees and drives AN ACC processes to maximise revenue to achieve or exceed dependency targets. • Identifies both capital and minor capital resources required by site, approves standing orders and requisitions via ARM (Accounts Reconciliation Management) System.
<p style="text-align: center;">Service Delivery</p>	<ul style="list-style-type: none"> • Ensures compliance against policy and procedure and meets statutory and regulatory requirements. • Coordinates and maintains appropriate preparation for Quality and Safety Commission site visits • Coordinates and leads regular resident and relative meetings. • Addresses issues, complaints and risks raised at the facility in a manner consistent with Amana Living’s Philosophy of Care and 3R culture. • Ensures admission and discharge processes are managed effectively, including the review of preliminary assessments for new referrals against site requirements • Ensures administration adequately supports the needs of the site. • Provides afterhours/ on call support, escalating incidents where appropriate to the Operations Manager, Residential Care • Engages in management by walking around (MBWA) • Conducts audits and consumer surveys as required per audit schedule • Food inventory and ordering, TCS orders weekly. • Regular follow up with maintenance and escalation of work orders. • Overseas daily documentation on Clinical Manager and Medication Mobile software systems. • Ensures a high standard of care and wellbeing is always delivered. • Ensures regular communication and consultation is always updated to families or next of kin (NOK).
<p style="text-align: center;">People and Capability</p>	<p>Coordinates and monitors the delivery of staff meetings to ensure consistent practices are applied and all staff are kept informed of changes.</p> <p>Maintains a healthy and safe workplace for employees, residents and visitors to the site and monitors the risk management system, implementing improvement measures as appropriate. Specifically:</p> <ul style="list-style-type: none"> • Ensures staffing rosters adequately support the site, communicating required needs or changes to the Workforce Team to reduce vacant shift rates and agency usage and supports recruitment and retention of staff, and succession

	<p>planning for positions for position reporting through to the Service Manager.</p> <ul style="list-style-type: none"> • Ensures all staff maintain currency of mandatory training and actively promotes training and development opportunities for staff. • Participates in interviews, conducts staff performance reviews, addresses performance gaps and initiates and oversees improvement plans in collaboration with the employee and Human Resources. • Ensures that all members of the team actively demonstrate and promote Amana Living’s philosophy of care and 3R culture in all activities. • Analysis of staff engagement surveys and formulation of plans for improvement where required. • Participates in 360-degree performance appraisal for leadership development.
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PERFORMANCE INDICATORS

People

- Agency usage
- Efficient use of labour
- Performance appraisals
- Mandatory training

Financial

- AN ACC funding claims in accordance with procedures
- Achieving & exceeding dependency targets
- Effective budget management
- Efficient use of Accounts Reconciliation Management (ARM)
- Lodging of expenses on pro-master on a monthly basis

Clinical

- Reporting on clinical KPIs and remedial actions
- Identifying and managing clinical risks
- Ensuring safe environment and care of residents

Regulatory

- Maintaining accreditation
- Regulatory reporting
- Regular auditing and compliance

SKILLS, KNOWLEDGE, EXPERIENCE & COMPETENCIES REQUIRED

Skills, Knowledge and Experience

Mandatory / Desirable	Description
M	Strong background in a similar management role
M	Previous experience in overseeing application of aged care funding models/acute care funding models
M	Proven leadership and people management skills and experience
M	Sound understanding of relevant State and Commonwealth legislation as it applies to aged care
M	Proven ability to manage finances and operate within budgetary requirements
M	Excellent verbal and written communication skills
M	Strong computer skills, including the use of the Microsoft Office Suite.

Licenses, Clearances and Pre-Requisites

Registered Nurse with AHPRA is desirable
National Police Clearance Certificate (no older than 6 months)
Successful completion of pre-medical form and reference checks
Proof of current (2022) influenza and Covid-19 vaccinations as per the government directives and/or Amana Living Covid Vaccination Policy

Competencies & Behaviours (*considered important to success in the role*)

Excellent client management & customer focus capabilities
Sound analytical & problem-solving skills
Effective influencing and negotiation skills
Flexible approach to working hours
Ability to participate actively and constructively within a team