

POSITION DESCRIPTION

Position Title:	Workforce Operations Manager- Home Care
Reports to:	General Manager Home Care
Direct Reports:	4- (Four)
Business Area:	Home Care
Primary Location:	Corporate Office, Subiaco

PURPOSE

The purpose and objective of this position is to manage and lead the workforce allocation practices across Home Care as well as establishing and managing strategic workforce planning to ensure we have adequate skilled people to deliver care and services to our customers. The role is a key contributor to the Home Care leadership team and works collaboratively with their peers and the wider organisation to ensure to achieve the stated goals.

VISION, MISSION, AND VALUES

The Workforce Operations Manager Home Care contributes to, leads and role models Amana Living's Vision, Mission, and Values.

VISION A community where every older person is honoured and valued.

MISSION Together, we enable older people to maintain their individuality, providing what is needed to support a fulfilling life.

VALUES

- Compassion** We act with kindness, empathy, and respect to foster a community of caring
- Collaboration** We work together, so every person's contribution advances our common purpose
- Curiosity** We are determined and creative in finding ways that deliver great outcomes
- Inclusion** We celebrate diversity, ensuring everyone is welcomed and treated equitably
- Trust** We take our responsibility seriously and are worthy of the trust placed in us

AGED CARE CODE OF CONDUCT

Aged care workers are covered by the Code of Conduct for Aged Care. The Code sets out how approved providers (Amana Living) and their workers (Amana Living staff) and governing persons must behave and treat consumers when providing aged care services, and strengthens protections for older Australians against unsafe, poor-quality aged care services.

Amana Living expects all staff covered by the Aged Care Code of Conduct to comply with Code and all remaining staff to provide care and/or service that is safe and respectful and to behave in a way that is in keeping with the Code.

WORK HEALTH AND SAFETY

You are required to take reasonable care for your own health and safety and the health and safety of other persons at the workplace. Throughout your employment you must comply with any reasonable instructions, policies and procedures relating to health and safety at the workplace.

KEY DUTIES AND RESPONSIBILITIES

CORE RESPONSIBILITIES	KEY TASKS AND DUTIES
Rostering & Scheduling	<ul style="list-style-type: none"> • Ensuring that the scheduling practices that are implemented for Home Care are efficient and effective with rosters fully utilising available staff to meet client needs • Ensuring that the software systems are leveraged to minimise manual work and enhance the rostering capability of the scheduling teams • Implementing processes to ensure that both planned and unplanned leave are managed effectively in the rosters with minimal impact to service delivery • Establishing processes that drive continuous improvement in scheduling practice across the business area • Effectively establishing a casual pool to support the business, and ensuring that the casual staff are engaged with the organisation through regular shifts and appropriate training
Leadership and Culture	<ul style="list-style-type: none"> • Providing consistent, high-quality leadership to direct reports and the broader team to ensure strong teamwork and high levels of motivation are maintained • Acting as a role model and leading the organisation’s culture, using the recognition program and other available tools to continuously embed and promote positive culture outcomes. • Setting clear, high standards of performance consistent with the organisation’s values to ensure that the team maintain delivery of outcomes within expected timeframes • Developing innovation and continuous improvement within the teams to ensure engagement and a sense of value is shared with all team members • Driving a strong safety culture within the team, leading by example, and implementing strategies supported by the SHAW team to continuously improve safety performance • Ensuring that performance appraisals are completed in a timely manner, supplemented by regular informal feedback, and coaching to direct reports and the broader team • Participating in relevant internal and external forums that further the interests of Home Care, and promote Amana Living both within the sector and across the community

<p>Customer Service</p>	<ul style="list-style-type: none"> • Ensuring that all complaints related to scheduling services are addressed in a timely manner, consistent with the organisation’s Feedback Policy and procedure. Taking all feedback as opportunities to improve the service offering within the Workforce Team • Celebrating and sharing compliments and positive feedback with the team to reinforce the value contributed and build the positive culture across the team • Supporting managers and staff to take a continuous improvement approach to all feedback and complaints to maintain an open environment conducive to staff and our customers sharing their views • Establishing and maintaining constructive working relationships with key internal customers to ensure that the Workforce Team are effectively supporting the business areas • Establishing and maintaining high standards of customer service across the Workforce Team, role modelling the organisation’s values in all interactions with internal and external customers
<p>Financial and Business Performance</p>	<ul style="list-style-type: none"> • Establishing and monitoring a suite of KPIs that provide effective oversight of the performance of the scheduling teams, using the information to identify areas for improvement • Establishing agreed KPIs for direct reports to ensure consistent focus on key areas of performance • Sharing information with other areas of the organisation and seeking their input to engage support to improve performance within the Workforce Team • Implementing plans for improvement where performance is lower than required, collaborating with other areas of the organisation to ensure positive outcomes
<p>Compliance and Risk Management</p>	<ul style="list-style-type: none"> • Ensuring that within the scope of scheduling, all practice meets and seeks to exceed the Quality Standards consistently through embedding them into systems and processes and sustaining an audit program to monitor progress • Ensuring that ideas for continuous improvement and excellent practice are shared and implemented across both teams • Identifying and managing risks as they apply to the Workforce Teams’ practice. Participating in the organisation’s processes for review of risks
<p>Project Leadership</p>	<ul style="list-style-type: none"> • Participating in and leading projects for the Workforce Team and the wider Home Care team to ensure that the agreed outcomes are delivered in a timely and cost-effective manner • Ensuring that effective change management strategies are implemented so that once implemented, initiatives become embedded into business-as-usual practice across the scheduling teams

KEY OUTCOMES

The key outcomes for a home care workforce operations manager are centred around ensuring efficient and effective delivery of home care services. Here are some key outcomes for this role:

Quality Care Delivery:

Implementing and monitoring quality assurance programs. Ensuring compliance with regulations and best practices in home care services.

Optimized Staffing:

Ensuring appropriate staffing levels to meet client needs. Developing and maintaining schedules that maximize efficiency and coverage.

Effective Communication:

Facilitating communication between staff, clients, families, and other stakeholders. Resolving conflicts and issues in a timely and professional manner. Keeping all parties informed about changes, updates, and policies.

SELECTION CRITERIA

SKILLS, KNOWLEDGE & ABILITIES
Experience in rostering/scheduling practice at a senior management level
Effective leadership with the ability to drive performance of teams and meet organisational priorities and objectives effectively
Strong analytic and decision-making skills
Well-developed written and verbal communication skills
Demonstrated capacity to understand and respond to business performance information as it relates to workforce management
Knowledge of the aged care regulatory environment

ESSENTIAL REQUIREMENTS
National Police Clearance Certificate (no older than 6 months) or NDIS (Worker's Screening) Check
Proof of current influenza and Covid-19 vaccinations as per Amana Living policies
Western Australian C Class Driver's Licence
Successful completion of pre-employment medical and reference check
Successful completion of Key Personnel Check

Willing to obtain a bankruptcy check

ATTRIBUTES & ATTITUDES

Demonstrated capability to understand and respond to operational performance information

Self-awareness and the capability to prioritise personal development

A willingness to develop others through the ability to delegate, coach and mentor

A strategic thinker with a flexible mindset

Highly ethical with a focus on community contribution