



Position Outcomes Statement

(refer to the document "Guide for the Completion of the POS" for further information)

General Information

Position:	Residential Care Services Manager
Reports to:	Regional Manager
Award:	As Agreed
Division / Location:	Residential Aged Care Facility Low Care
Program / Region:	Living Care Alexander Campbell House

Position Overview

This position is responsible for providing holistic care, strategic and operational management and leadership for staff in an environment of professional and personal development in the care of aged residents.

The position holder is responsible to ensure that services provided are consistent with the mission, vision, and values of Living Care.

Staff Responsibility

- Direct:
 - Care Staff, Ancillary Staff, Volunteers
- Indirect:
 - Sub-Contractors

Key Result Areas

Planning, evaluating and ensuring appropriate quality control programs are maintained

Customer Service

Regulations, Legislation and Evidence Based Best Practice

Management of the Aged Care Facility Budget and Stock Control

Resident Lifestyle, Health and Care Management

Staff Management

Research, Clinical and Technical advice

Quality Improvement

Workplace Health and Safety

Key Result Area	Outcomes
Planning, evaluating and ensuring appropriate quality control programs are maintained	<ul style="list-style-type: none"> • Provide input to the Facility Business Plan in consultation with the Senior Management Team. • Compliance with Accreditation Outcomes. • Effective Time Management.
Customer Service	<ul style="list-style-type: none"> • Positively promote Living Care at all times. • Effectively liaise with prospective residents and their families/representatives, stakeholders, Government agencies. • Manage, record and respond to resident/representative and other stakeholder complaints and concerns. • Escalate all significant concerns raised by residents or their representatives and other stakeholders appropriately.
Regulations, Legislation and Evidence Based Best Practice	<ul style="list-style-type: none"> • Effectively liaise and negotiate with regulatory organisations including: Aged Care Standards and Accreditation Agency, Funding Monitors, Department of Health and Ageing, State Department of Health, Guardianship Board, Protective Office. • Effectively liaise with other health professionals and community groups for the benefit of residents and enlisting community support. • Ensure completion of reports to government and funding bodies within the required timeframes including Application for Accreditation and Continuous Improvement Plan. • Liaise closely with the Accounts Department in matters relating to Resident Entry and Exit. • Institute, coordinate and maintain in-house committees such as Infection Control, Residents' Committee, Occupational Health and Safety Committee, Quality Assurance and Food Safety.
Management of the Aged Care Facility Budget and Stock Control	<ul style="list-style-type: none"> • Provide input to the development of the budget in consultation with the Financial Manager and Regional Manager. • Achieve budget goals within staffing and operational areas of the Residential Aged Care Facility. • Provide advice and recommendations on financial performance to Senior Management. • Ensure funding information is accurately assessed, summarised, completed and lodged for funding in a timely manner. • Monitor expenditure. • Ensure maintenance of equipment and stock related to resident care. • Undertake regular stock takes. • Undertake regular audits. • Recommend the acquisition, maintenance and disposal of equipment. • Order and purchase from approved suppliers and providers only.

Key Result Area	Outcomes
Resident Lifestyle, Health and Care Management	<ul style="list-style-type: none"> • Ensure residents' rights are protected and their physical, psychological, emotional and spiritual needs are met appropriately. • Communicate relevant information to relatives or representatives. • Inform the resident's Medical Practitioner of relevant matters. • Liaise with allied health professionals and Pharmacist as required. • Ensure medical procedures, prescribed treatments and medication administrations are delegated to suitably trained staff. • Ensure the application of the Care Process through effective and timely resident interview, assessment, care plan development, implementation and evaluation as in accordance with recognised professional standards. • Ensure professional clinical care to residents. • Ensure safe drug administration, documentation, custody and security of all drugs as required by the Poisons Act (1996). • Ensure the implementation of a comprehensive and varied activities program, which meets the needs of the residents. • Ensure residents are monitored for skin tears, skin integrity, loss of function, incontinence, confusion, safety, altered nutritional status, pain, oral care needs, change of condition, swallowing and any other circumstance which may compromise their well being and implement interventions appropriately. • Ensure monitoring of emergency equipment including Oxygen Cylinders. • Ensure accurate resident records.
Staff Management	<ul style="list-style-type: none"> • Provide work directives and leadership for all staff. • Employment of staff within the Award conditions. • Undertake procurement, orientation, training and development of staff. • Provide input to the selection of staff one level below. • Undertake staff appointments for nursing and housekeeping services. • Identify and establish staff development programs, including the Aged Care Channel training sessions, appropriate to the staff member's job specification and job description. • Ensure all staff attend identified mandatory training sessions. • Ensure key personnel representative attendance at preferred supplier training so as to maintain compliances with organisational contracts. • Undertake staff appraisals. • Set staff rosters. • Authorise time sheets. • Undertake disciplinary interviews and counselling of employees.
Research, Clinical and Technical Advice	<ul style="list-style-type: none"> • Provide advice to staff. • Provide management reports to Senior Managers and other internal customers as required. • Prepare statistical returns as required. • Conduct research when purchasing equipment and materials to ensure optimum quality within budget specifications as required.

Key Result Area	Outcomes
Quality Improvement	<ul style="list-style-type: none"> • Perform work in accordance with organisational policy, process control plans and work instructions. • Identify improvements to policy, process control plans, work instructions, or the work environment. • Use customer feedback and service delivery evaluation to improve service delivery. • Communicate improvement opportunities to the relevant process owner/other responsible party. • Conduct improvements to work processes in a manner that is consistent with organisational policy, process control plans, or work instructions. • Implement new evidence based best practices as directed by the organisation.
Workplace Health and Safety	<ul style="list-style-type: none"> • Adhere to safe work practices at all times. • Report all staff, visitor and resident accidents, incidents, risks and hazards immediately using established procedures. • Follow legislation and organisational policies and procedures in relation to workplace health and safety. • Coordinate and monitor facility employee injury rehabilitation and Return to Work Programs

Other Duties

Professional Development including training attendance as directed by the organisation and a minimum of twenty hours structured and twenty hours unstructured training per annum

Participate in staff development and team meetings

Other activities as required by the Senior Management Team within the scope of this position.

Authorised Signatory.

Implementation of a culture of person-centred care.

Implementation of a team culture.

Support and assist with the implementation of the XaptCare and Pay Global IT Systems

Acknowledgement

I acknowledge that I have read and understood the key result areas described in this Position Outcomes Statement and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake other duties relevant to the position that are not listed in this statement. I have received a copy of this Position Outcomes Statement.

(Only to be signed by the successful candidate or position holder – not to be signed by applicants for the position).

Employee:

Name:

Signed:

Date:/...../.....

Regional Manager:

Name:

Signed:

Date:/...../.....

Key Selection Criteria

(refer to the document "Guide for the Completion of the KSC" for further information)

Division:	Living Care
Program/Region:	Residential Aged Care Facility-Operational Care
Position:	Manager of Residential Services
Location:	Alexander Campbell House
KSC 1	A minimum of Certificate 1V in Community Work or equivalent or demonstrated competency in the core requirements of this qualification.
KSC 2	Current First Aid Certificate.
KSC 3	A minimum of five years aged care experience and two years full time experience in a supervisory position.
KSC 4	Demonstrated experience in coordinating and implementing aged care services preferably within the residential care environment.
KSC 5	Demonstrated experience in maintaining quality systems within the care environment, preferably aged and community care or health care system.
KSC 6	Possess or willing to undertake further studies in the area of: Gerontology, Education, Community Nursing and/or Human Resource Management.
KSC 7	Knowledge of legislation, regulations and evidence based best practice relevant to aged care.
KSC 8	Demonstrated competency with Microsoft Office Suite.
KSC 9	Good general health, fit for work and willing to undertake a medical examination.
KSC 10	Current Police Check (less than 3 years)
KSC 11	Demonstrated ability with written and oral communication with people from various levels and positions within the organisational context.
KSC 12	Willing and able to work within a Christian context and Living Care's philosophy, vision and values.