



**SENIOR MANAGER RESIDENTIAL SERVICES**

**JOB & PERSON SPECIFICATION**

**NOVEMBER 2018**



## JOB SPECIFICATION

### Senior Manager Residential Services

**Award/Agreement** Non Award

**Responsible to** Executive Manager Residential Services

**Summary of role** The Senior Manager Residential Services is responsible to the Executive Manager Residential Services for specific line management responsibilities at residential sites and for identified functional responsibilities across residential services in accordance with Resthaven purpose, values and policies.

The allocated residential sites and functional responsibilities may be modified from time to time.

Must be able to work outside normal hours as the need determines and role has on-call responsibilities.

### Key Responsibilities and Duties

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

- Ensure compliance with and implementation of Resthaven policies and procedures.
- Work collaboratively with the Executive Manager Residential Services to develop and implement corporate standards of care and services that optimise the use of resources to ensure development of consistent standards focusing on better practice across and within all residential sites with a customer centric approach at all times.
- Facilitate and undertake risk management by:
  - Demonstrating leadership in the implementation of Resthaven's WH&S and Quality systems.
  - Contributing to continuous improvement through review and monitoring of services, structure, policy and procedures.
  - Review and investigation of critical incidents and identify remedial controls and any future preventative strategies.
- Monitoring financial performance of sites and in liaison with Managers Residential Services, develop strategies to optimise income and use resources efficiently.
- Monitor Key Performance Indicators, as determined periodically, and in liaison with Managers Residential Services develop strategies to ensure these KPIs are able to be achieved.
- Promote continuous improvement and a culture of service quality and provide leadership in the implementation of Resthaven's Quality Management System.



- Line management responsibility for a group of residential sites and other staff as determined periodically.
- Interpret Resthaven’s purpose and values in preparation and implementation of policies and procedures.
- As directed by the Executive Manager Residential Services, take Corporate functional responsibility within Residential Services for either:
  - Residential Housekeeping Services
  - Residential Lifestyle Services
- Meeting designated objectives as identified in the Strategic Plan.
- Be a member of:
  - Residential Services Management Committee
  - The Executive Group Finance Meeting
  - Corporate committees in line with corporate functional responsibilities
  - Other Corporate committees as established from time to time

### **Quality and Safety**

Responsible for:

- Maintaining a safe work environment in accordance with Resthaven Work Health and Safety Policies and Procedures, and actively participating in the rehabilitation of staff injured at work.
- Assisting in the on-going maintenance of a safe work place 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**

Responsible for:

- Adhering to Resthaven Privacy of Information Policy and Procedure at all times.
- Maintaining a duty of confidentiality to all residents, clients, volunteers 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; and
  - anything else that is notified as being confidential.

Other duties as directed by the Executive Manager Residential Services, commensurate with the role.



## **ESSENTIAL CRITERIA**

### **Qualifications / Experience**

- A relevant tertiary qualification in leadership and management.
- Knowledge of legislation and accreditation principles appropriate to the delivery of aged care services.
- Ability to interpret purpose and values in preparation and implementation of policies and procedures.
- Ability to communicate effectively both verbally and in writing with all levels of the organisation and externally as required.
- Ability to analyse, review, interpret information and data to recommend outcomes.
- Demonstrated ability to review and analyse policies, procedures and practices and implement change where identified enhancements can be made.
- Demonstrated ability to provide leadership and encourage the development of the residential team.
- Demonstrated ability to work in a changing environment, maintain flexibility to external and internal pressures and support others in these times.
- Proven ability to negotiate and implement new initiatives.
- Proficient in the use of the Microsoft Office suite of programs, including Word and Excel.
- Ability to work with minimal supervision.
- Well developed problem solving skills.
- Satisfy Key Personnel requirements of the Aged Care Act 1997.
- A current driver's licence.

## **DESIRABLE CRITERIA**

### **Qualifications / Experience**

- Current registration as a Registered Nurse with AHPRA.
- Experience at a similar level.
- Knowledge and understanding of residential aged care, associated legislation and the regulatory environment.



## HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed and Justin Hinora by email 23937@hender.com.au

Telephone enquiries are welcome and may be directed to Andrew or Justin on (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.