



**SENIOR MANAGER COMMUNITY SERVICES**

**JOB & PERSON SPECIFICATION**

**FEBRUARY 2019**



## JOB SPECIFICATION

### Senior Manager Community Services

**Award/Agreement** Non Award

**Responsible to** Executive Manager Community Services

**Summary of role** In accordance with Resthaven philosophy and policies, the Senior Manager Community Services is responsible to the Executive Manager Community Services for specific line management responsibilities of Community Services service locations and responsibility for identified functional responsibilities across community services. The allocated community services may be modified from time to time.

Must be able to work outside normal hours as the need determines.

A current driver's licence is essential.

### Key Responsibilities and Duties

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

- Assist the Executive Manager Community Services develop and implement corporate standards of care and services that optimise the use of resources that develop consistent standards of care focusing on best practice across and within all services.
- Monitor financial performance of sites and programs and in liaison with site managers, develop strategies to optimise income and use resources efficiently.
- 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 community services sites and other staff as determined periodically.
- Interpret Resthaven's Statement of Purpose and Values in preparation and implementation of policies and procedures.
- As directed by the Executive Manager Community Services, take Corporate/Divisional functional responsibility for:
  - Regional collaborative consultations and activities linked with allocated sites.
  - Contract management compliance, activity monitoring and program reporting for designated program funding streams.
  - Oversight of particular service improvement and development projects associated with the Community Services Business Plan and Quality Workplan.



- Meeting designated objectives as identified in the Strategic Plan
- Be a member of:
  - The Executive Group Finance Meeting
  - 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 Community Services, commensurate with classification and training.

### **ESSENTIAL CRITERIA**

#### **Qualifications / Experience**

- A degree qualification in human services/nursing and/or related areas such as health management.
- Management of community aged care services including the range of professional, personal, social and respite services.
- Knowledge of legislation appropriate to the delivery of aged care services.
- Ability to interpret mission 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.



- 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 best practice.
- 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 applications including Word and Excel.
- Ability to work with minimal supervision.
- Well developed problem solving skills.
- management of financial and accountability systems in aged care.
- Proven ability to sustain a quality culture through:
  - Work processes, systems and management improvements
  - Benchmarking service outcomes and implementing best practice
  - Implementation of change outcomes in work processes
  - managing a quality system and the quality system adopted in the community aged care accreditation processes
- Satisfy Key Personnel Requirements of the Aged Care Act 1997.

## **DESIRABLE CRITERIA**

### **Qualifications / Experience**

- Knowledge of contemporary community services delivery.
- Awareness of gerontological issues and ageing in society.
- Knowledge and understanding of aged care documentation requirements.
- Knowledge of the Aged Care funding guidelines and standards and claiming processes.
- Proven experience at a senior level.



## HOW TO APPLY

Applications should be addressed to Justin Hinora. Please visit [henderconsulting.com.au](http://henderconsulting.com.au) to apply.

For a confidential telephone discussion, please call (08) 8100 8827.

### **Please Note**

Your application will be automatically acknowledged by a return email.