



**EXECUTIVE MANAGER GOVERNANCE & CORPORATE SERVICES**

**JOB & PERSON SPECIFICATION**

**OCTOBER 2018**



## JOB SPECIFICATION

### Executive Manager Governance & Corporate Services

**Award/Agreement** Non Award

**Responsible to** Chief Executive Officer

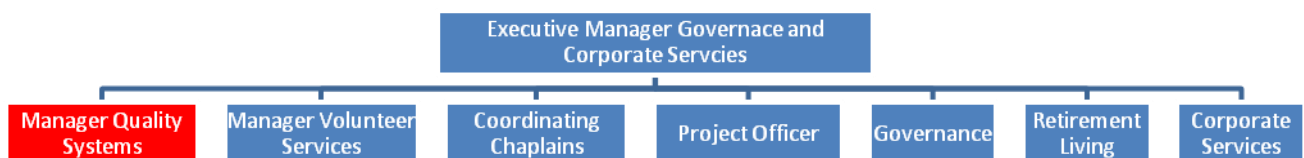
**Summary of role** As a member of the Executive, the Executive Manager Governance and Corporate Services, is responsible for:

- The development and implementation of corporate policy and procedure in the areas under this portfolio.
- The effective leadership and management of Resthaven's governance and quality framework and systems to enable best practice care and services, meeting required standards and compliance and the strategic objectives of Resthaven.
- Fostering a culture which values and enhances the customer experience, continuous quality improvement and transparency.
- Providing input and advice regarding corporate governance systems, within the organisation.
- The strategic planning and effective management of a range of corporate responsibilities and functions including Maintenance Services, Head Office, Independent Living Unit Accommodation Services and other corporate services as identified.
- The effective leadership, management and development of strategy and advocacy planning and activities in the Volunteer and Chaplaincy programs.
- Providing Resthaven Board governance support.

### Special Requirements

- A current drivers licence is essential
- Must be able to work outside normal hours as the need arises
- Special projects as assigned from time to time

### Reporting Lines





## **Key Responsibilities and Duties**

In accordance with the philosophy, business practices and policies of Resthaven, take responsibility for the development, implementation and evaluation of nominated corporate functions which contribute to the achievement of organisational goals via the following:

### **Quality Systems**

- Provide leadership to the Quality team to ensure the implementation of the corporate quality system which supports compliance, continuous improvement and best practice innovation and which meets the needs of consumers.
- Facilitate and manage change by:
  - Ensuring the capture and analysis of performance information which can be used to inform continuous improvement and innovation;
  - Managing information to enable informed decision making related to quality service outcomes;
  - Managing systems of document development and control;
  - Contribute to continuous improvement by review of services, structure, policies and procedures in consultation with stakeholders to ensure compliance to applicable accreditation and other relevant standards;
  - Ensure adequate corporate resources are allocated to residential and community services to support the program quality systems and contribution towards the compliance with accreditation and other relevant standards.

### **Chaplaincy**

Coordinate the provision of an effective chaplaincy service within the residential services division and liaise with the Uniting Church as the service contract supplier to ensure Resthaven's organisational needs are met.

### **Volunteers**

Responsible for the implementation of an effective volunteer resource service which meets the needs of service divisions by:

- Providing leadership and planning in Volunteer strategy, including attraction, engagement and support initiatives.
- Working closely with executive managers to develop strategies to support sustainable volunteer models and workforce engagement in volunteer initiatives.
- Formulating submissions for funding of Volunteer program development initiatives.
- Manage the budget of the business unit to ensure compliance to the organisational financial and procurement policies and cost effectiveness.

### **Corporate Governance**

- Work collaboratively with the CEO and the Resthaven Board, with regard to linkages between Board and organisational governance systems.
- Maintain the Board Governance Charter and oversee the effective functioning of Board committees as identified from time to time.
- Undertake other Board governance, administrative and Strategic Plan support activities in liaison with the CEO. , including the Board induction process, the Board annual workshops and related education, and the strategic plan Key performance indicator recording systems.



- Ensure relevant legislative requirements are received, distributed and assessed re operational requirements.
- Customer Experience as a corporate priority and related projects and initiatives in conjunction with other executive managers.
- The administration of the 'MyAgedCare' website for residential services in collaboration with the administrator for community services.
- Management of the Journal subscription and corporate membership committee.
- Management of selected corporate stakeholder relationships.

### **Property Services**

Responsibilities include contract negotiation related to building, property and essential services, and management of the Maintenance Services team who are responsible for providing quality property maintenance services to Residential Care Services facilities, Community Services sites and Corporate Head Office.

- Management of Maintenance Services including:
  - providing leadership and supervision to the Maintenance Services team through the Manager Maintenance Services;
  - ensuring staff comply with Resthaven's policy and procedural framework;
  - ensuring the work practices of the Maintenance Services are in compliance with WHS legislation, regulations and standards.
- Develop and maintain appropriate policies and procedures in accordance with Resthaven's policy and procedural framework
- Manage the effective function of buildings, property and plant by:
  - developing and maintaining a systematic assessment and planned response to the building and property needs;
  - identifying and assessing relevant budgetary priorities for future financial planning ensuring buildings are maintained in accordance with related government and industry standards.

### **Independent Living Unit services**

Effectively manage the Independent Living Accommodation Department including:

- Ensuring information is provided in plain language and is consistent with Legislative requirements and Resthaven policy and procedure regarding Independent Living Accommodation services and where relevant links with community services and residential care services.
- Ensuring an effective application process is implemented, with appropriate information management systems for applicants.
- Ensuring the effective management and implementation of Resident financial interviews and consistent with relevant legislation and Resthaven policy and procedures as reviewed from time to time.
- Establishing and monitor budget outcomes for independent living unit locations in liaison with residential care services department.
- Monitoring the effectiveness's of the accommodation for individuals.
- Organise and conduct Resident's Annual General Meetings and Advisory Meetings for residential care locations and retirement village locations.



### **Other Corporate services**

- Actively contribute as a member of the Corporate Quality and Safety Steering Committee.
- Facilitate and manage change by:
  - demonstrating leadership in the implementation of Resthaven's Quality Systems;
  - actively participating in quality initiatives and implementing strategies for continuous improvement through constant review of services, structure, policies and procedures.
- Ensure compliance with legislation responsible for Incorporation.
- Work in a safe manner in accordance with Resthaven Work Health and Safety policies and procedures.
- Ensure that employees reporting to this position work in a safe and responsible manner and are provided with adequate training and supervision.
- Ensure compliance to Resthaven policies and procedures.
  
- Facilitate and manage change by:
  - demonstrating leadership in the implementation of Resthaven's Quality Management Systems;
  - contributing to continuous improvement by constant review of services, structure, policies and procedures.
  
- Contribute to the maintenance of Resthaven policies by:
  - Managing the review of policy assigned at corporate level and those policy assigned for review at Board level ( Board Governance Charter and policy responsibilities assigned to Finance and Audit committee);
  - ensuring staff compliance with policies and procedures;
  - identifying and reporting of hazards in the workplace;
  - ensuring appropriate action is taken on identified breaches to WHS standards;
  - participating in annual Work Health and Safety training sessions.

### **Special Projects**

Undertake special projects as assigned from time to time in consultation with the CEO.

### **Work Health & Safety / Quality Systems**

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.
- Ensuring that employees reporting to this position work in a safe and responsible manner, and are provided with adequate training and supervision.
- 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:

- The role of the responsible officer for Privacy and the Privacy policy.
- 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 Chief Executive Officer, commensurate with classification and training.



## **ESSENTIAL CRITERIA**

### **Qualifications / Experience**

- Desire and commitment to quality outcomes for consumers and working within the executive leadership team towards this outcome.
- Appropriate tertiary qualifications in Business Management or related field.
- Proven experience in a broad senior management role.
- Demonstrated understanding and experience or involvement in the principles of volunteering as a concept delivering value to overall quality experienced by consumers and the business.
- Demonstrated understanding of Governance models, quality systems and strategic planning of an organization.
- Proven effectiveness in initiating and implementing change.
- Ability to communicate both verbally and in writing with the workforce at different levels across the organization.
- Demonstrated analytical, consultative and problem solving skills.
- Demonstrated planning and project implementation skills.
- Demonstrated negotiation skills.
- Ability to represent the organisation to external stakeholders and forums.
- Ability to interact effectively and with influence in a consultative, not-for-profit environment.
- Experience /ability in corporate governance frameworks and related key performance towards areas of priority.
- Experience working with strategic plans and the reporting and coordination of key outcomes.

## **DESIRABLE CRITERIA**

### **Qualifications / Experience**

- Experience in managing diverse functional areas.
- Management and oversight of property services and related systems.
- Familiarity with Retirement Village accommodation and regulatory environment.
- Experience in governance and quality systems.
- Understanding of the Aged Care Industry and or related system requirements.



## HOW TO APPLY

Applications in Word format only should be forwarded to Andrew Reed and Justin Hinora by email 23835@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.