

<b>Position title:</b>	Care Manager	<b>Position reports to:</b>	Executive Manager Care Services
<b>Background</b>			
<p>Shepparton Retirement Villages (SRV) is a non-for-profit community based organisation that was founded by the Rotary Club of Shepparton back in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region.</p>			
<p>SRV is responsible for the delivery of care across 271 residential aged care beds, 288 independent living units and 26 aged care packages. Services are delivered across 3 campuses however our care packages are delivered across Shepparton and the region. The 3 campuses are:</p>			
<p><b>Rodney Park based in Mooroopna consists of:</b></p> <ul style="list-style-type: none"> <li>• Grevillea Lodge: 30 bed dementia specific unit</li> <li>• Waratah Lodge: 30 bed aging in place residential care facility</li> <li>• Boronia House: 30 bed aging in place residential care facility</li> <li>• 93 Independent living Units</li> </ul>	<p><b>Kialla Gardens based in Kialla consists of;</b></p> <ul style="list-style-type: none"> <li>• Banksia Lodge: 64 bed aging in place residential care facility</li> <li>• 109 Independent Living Units</li> </ul>	<p><b>Tarcoola based in Shepparton consists of</b></p> <ul style="list-style-type: none"> <li>• Administration</li> <li>• Acacia House: 60 bed high care residential care facility</li> <li>• Hakea Lodge: 57 bed aging in place residential care facility</li> <li>• 186 Independent living units</li> <li>• Men's Shed</li> </ul>	
<b>Role Statement</b>			
<p>This is a management and leadership position which is ultimately responsible for ensuring consistent quality care is provided for the facility residents, and that a safe and satisfying work environment is provided for facility employees, within the context of an agreed annual facility budget.</p>			
<p>This includes but is not limited to:</p> <ul style="list-style-type: none"> <li>• a supervisory and active role in all aspects of the delivery of care to the Resident, within the facility</li> <li>• responsibility for the supervision and administrations of medications to Residents within the facility, and accurate documentation associated with this process</li> <li>• Participation in and supervision of all documentation within the facility is an essential part of the role, as well as the management of the regular hand over details and report to on-coming staff</li> <li>• Managing continuous improvement plans and activities,</li> <li>• Management of operating rosters and any care or domestic staffing shortfalls, and</li> <li>• Ensuring the facility is managed according to accreditation and legislative requirements</li> </ul>			
<b>Reporting Statement/ Working Relationships</b>			

This position reports directly to the Manager Operations Residential Care and works in close collaboration with the Executive Manager Care Services, the Quality, Learning and Clinical Practice Manager and other Care Managers

**Key Selection Criteria**

<p><b>Qualifications/Skills:</b></p>	<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>• Registered Nurse with current Victorian Registration</li> <li>• Qualifications / Experience in aged care / Gerontology</li> <li>• Experience in leading and managing multidisciplinary teams</li> <li>• A strong working knowledge of the Aged Care Act and accreditation requirements</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A Certificate level or higher Management qualification</li> </ul>	
<p><b>Additional Information</b></p>	<ul style="list-style-type: none"> <li>• The position is full position. Hours to be worked within business hours Monday - Friday</li> <li>• A police check/criminal record check is required prior to employment</li> <li>• Redeployment to other services may be required</li> <li>• The probationary period for this position is 6 months</li> </ul>	
<p><b>Key Result Areas</b></p>	<p><b>Key Activities</b></p>	<p><b>Standard Measures</b></p>
<p><b>Demonstrate and uphold the mission, values, foundation of care and vision of Shepparton Villages</b></p>	<ul style="list-style-type: none"> <li>• Ensure that the values of Shepparton Retirement Villages are incorporated into daily practices in relation to all your activities.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated behaviour reflects compassion, respect, honesty and innovation</li> </ul>
<p><b>Promotes and implements individualised, resident focused care that reflects the persons values and beliefs</b></p>	<ul style="list-style-type: none"> <li>• Provide appropriate clinical care to residents and ensure staff are given supervision and directions</li> <li>• Promotes a resident focused approach in all activities and behaviours.</li> <li>• Involves the resident in their care.</li> <li>• See the resident as a person and treat them as an individual.</li> <li>• Includes resident's beliefs and values in care plan.</li> <li>• Activities are resident focused based on input from residents.</li> <li>• Structures in place to ensure resident confidentiality are maintained at all times.</li> </ul>	<ul style="list-style-type: none"> <li>• All documents utilise a language that adheres to the values of Shepparton Retirement Villages</li> <li>• Demonstration that the resident and their family were involved in the care planning</li> <li>• Care reflects an extension of the resident's prior lifestyle.</li> <li>• Communication reflects respect and a non paternalistic manner.</li> </ul>

<p><b>Actively identifies and improves the quality of the care we deliver to our residents</b></p>	<ul style="list-style-type: none"> <li>• Be involved and committed to the implementation of strategies to meet the Aged Care Outcome Standards and accreditation requirements</li> <li>• Participate in the review of policies and procedures to improve the quality of care we provide</li> <li>• Be responsible for the standard of care to our residents</li> <li>• Understand and implement a thorough knowledge of policies and procedures relating to infection control and its application in aged care</li> </ul>	<ul style="list-style-type: none"> <li>• Development and implementation of quality assurance and continuous improvement activities</li> <li>• Demonstrated understanding and use of Shepparton Villages policies and procedures</li> <li>• Ensure best practice care standards are maintained and delivered</li> <li>• Infection control audits demonstrate adherence to infection control policies and procedures</li> </ul>
<p><b>Be an effective leader and team member</b></p>	<ul style="list-style-type: none"> <li>• Actively leads and makes decision in collaboration with the management team</li> <li>• Accepts responsibility of resident care, staff, financial and operational performance.</li> <li>• Leads and influences changes towards agreed objectives and outcomes</li> <li>• Assists and supports staff in a manner that is empowering.</li> <li>• Develops and maintains relationships with key stakeholders</li> <li>• Recruit and manage the workforce in the facility,</li> <li>• Create and maintain a learning environment and ensure that staff maintain their required skills and education</li> <li>• Promotes positive culture through active engagement in the workplace through concepts of <ul style="list-style-type: none"> <li>• Choose your attitude</li> <li>• Be there for all</li> <li>• Make their day</li> <li>• Have fun</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrates a collaborative leadership style</li> <li>• Performance targets are met</li> <li>• Program meets budget</li> <li>• All change is completed in consultation with key staff</li> <li>• Key stakeholder involvement</li> </ul>
<p><b>Takes reasonable care to protect the health and safety of themselves, fellow staff and others in the workplace.</b></p>	<ul style="list-style-type: none"> <li>• Timely and appropriate identification and escalation of clinical, OH&amp;S and business risks.</li> <li>• Ensure that risks are identified and managed within a timely manner</li> <li>• Monitor and evaluation incident reports</li> <li>• Ensure regulatory compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Monitor and evaluate incident reports hazards, near misses and provide recommendations to the Care Managers Quality Committee</li> <li>• Uses personal protective equipment</li> <li>• Comply with risk management policies and procedures and instruction</li> <li>• Attend all safety meetings and training sessions as required</li> <li>• Risk assessments are completed and escalated in a timely manner</li> <li>• Regulatory compliance</li> </ul>
<p><b>Ensure effective lines of communication are developed and maintained.</b></p>	<ul style="list-style-type: none"> <li>• Communicate effectively with residents, families, staff and health care professionals to ensure quality care is provided</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrated sound communication skills</li> </ul>

	<ul style="list-style-type: none"> <li>Promote and actively demonstrate open honest communication with excellent listening, verbal and nonverbal skills.</li> <li>Attend relevant meetings as required</li> <li>Contribute to the development and fostering of harmonious employee relations within the facility</li> </ul>	<ul style="list-style-type: none"> <li>Staff feel empowered and valued</li> <li>Demonstrated leadership during meetings</li> </ul>
<b>Use resources efficiently and effectively</b>	<ul style="list-style-type: none"> <li>Ensure staff are aware of and understand the need for ACFI charting and documentation</li> <li>Work in collaboration with the ACFI Coordinator and ACFI Support Officer to maximise ACFI levels</li> <li>Staffing levels are maintained and meet operational requirements and budgetary requirements</li> </ul>	<ul style="list-style-type: none"> <li>ACFI levels are improved and reflect the needs of the residents within the facility</li> </ul>
<b>Meet the needs of the organisation, residents, consumers and employees</b>	<ul style="list-style-type: none"> <li>Undertake any other tasks commensurate with the classification of this position</li> </ul>	<ul style="list-style-type: none"> <li>Meet the needs of organisation, residents and staff</li> </ul>

<b>Personal Competencies required</b>	<b>Job Competencies Required</b>
◆ Consultative leadership style that promotes team participation and involvement.	◆ Ability to provide consultative leadership to a multi-disciplinary team that promotes participation and involvement.
◆ Ability to work independently and as a team member.	◆ Demonstrated knowledge of the aged care sector including best practice.
◆ Strong interpersonal and communication skills.	◆ Extensive knowledge of the application of Federal, State and Local Government regulations, statutes, and Acts as they pertain to all aspects of operating a health care facility
◆ Ability to build rapport, negotiate and maintain effective relations with key stakeholders and balance multiple demands.	◆ Highly competent in negotiating and positively promoting and implementing change.
◆ Ability to positively promote and implement change.	◆ Ability to participate in strategic assessment, business planning and implementation.
◆ Demonstrated understanding of the links between the values, vision and mission of the organization and aged care.	◆ Capacity to review operational processes and re-engineer to improve productivity and efficiencies.
◆ Understanding of, and commitment to, customer focused service.	◆ An ability to redesign services to meet consumer expectations that are safe and of best practice.
◆ Strong analytical and report writing skills.	◆ Ability to participate in budgeting and financial review.

◆ Capacity and flexibility to cope effectively with a diverse and demanding work agenda.	◆ Understanding of, and commitment to, customer focused service.
◆ Capacity to reflect on personal practice and understand organisational dynamics.	◆ Ability to ensure accurate and timely reporting.
◆ Ability to travel locally, regionally and, at times, interstate.	◆ Computer literacy (Microsoft Office, Microsoft Works, Microsoft Excel and Microsoft PowerPoint).

Employees Name \_\_\_\_\_ Employees Signature \_\_\_\_\_ Date \_\_\_\_\_

Managers Name \_\_\_\_\_ Manager Signature \_\_\_\_\_ Date \_\_\_\_\_