



BOOROONGEN DJUGUN LIMITED

Position Description

Executive Manager, Residential Care

Department	Team
Residential Care	Residential Care
Position Number:	Classification:
EM02	Executive
Reports To:	Direct Reports:
Chief Executive Officer	Clinical Leads

About the role

Reporting to the CEO, and as an active and collaborative member of the BDL leadership team, the Executive Manager, Residential Care is responsible for the effective management of services at Booroongen Djugun Residential Care Facility, ensuring the provision of high-quality care for NDIS recipients and Aged Care Residents in line with the organisations strategic direction vision.

Responsibilities include but are not limited to oversight and leadership of clinical practice, fostering a values-based culture that prioritises safety and an expectation of consistency in practice, monitoring of home nursing services supplies, resources and budget and the maintenance of facility and equipment.

Key responsibilities and duties

Clinical Management

- Provide clinical advice and leadership to Registered Nurses and other care staff to ensure delivery of high-quality person-centered clinical services.
- Design and deliver customer-oriented services and support in residential aged care and disability services.
- Monitor the documentation of clinical practice and decision making to ensure it complies with Booroongen Djugun Residential Care Facility's policy and protocols and validates funding claims.
- Ensure clinical care is compliant with governance requirements, risk management, including incident reporting, risk management, policy and procedures.
- Have clear understanding of SIRS and RIs and obligations to report

Facility Management

- Achieve AN-ACC target levels each month with timely Medicare claims for individual resident funding.
- Build productive relationships with other agencies and service providers to maximize
- Functions in accordance with legislation, conducting practice within a professional and ethical framework to deliver accountable care that protects the rights of individuals and groups.
- Maintain effective communication with resident/person responsible/carers and other members of the health care team to facilitate optimal care along a continuum that supports the resident's choice.
- Liaise with residents/persons responsible to monitor that resident's rights and responsibilities are being observed and to assist in the resolution of complaints when they arise.
- Support and guide members of the health care team through ethical decision making.
- Identify and make recommendations regarding the replacement and/or acquisition of new equipment and services.
- Develop, monitor and review processes that facilitate appropriate communication between all staff, clients and carers and encourage client's service user rights in decision making.

Leadership and Management

- Ensure that key responsibilities are carried out in an efficient and conscientious manner within set timeframes, deadlines and budget constraints.
- Work collaboratively across the organisation, sharing knowledge and experiences.
- Establish and monitor position descriptions and key performance indicators, and review in line with the performance management process
- Provide coaching and mentoring as appropriate to ensure job satisfaction, employee engagement and the effective management of resources
- Manage staff grievances in accordance with established policy and procedures
- Monitor individual work plans to achieve optimum productivity

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- Support the continuous development of team members by maintaining performance and development plans.
- Report and take appropriate action for your level and authority on all complaints following the feedback and complaints Management and resolution System ensuring mandatory reporting requirements are met.

The expertise you bring

- Current AHPRA registration as a Registered Nurse
- Post Graduate Qualifications in Nursing specialty, preferably Aged Care.
- Demonstrated and significant experience at a senior management level in the aged care industry
- Strong, motivating leadership skills, with experience of change management and culture engagement.
- Dedication to excellence in delivery of care and commitment to person centered care
- In depth knowledge of relevant legislation, standards, accreditation framework and policies
- Comprehensive knowledge and experience coordinating a flexible multi skilled team environment with excellent interpersonal, communication and customer skills.

Capability and competencies

- Display respect, empathy, understanding and patience towards Residents NDIS Recipients, carers and their families at all times whilst maintaining confidentiality.
- Demonstrated skills and experience in aged care facility management.
- Outstanding communication and interpersonal abilities.
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, coordinators, managers, external partners and other staff.
- Problem solver and always thinking of new ways to improve.

OHS, Risk Management, Equal Opportunity and Charter of Human Rights

- Adhere to Booroongen Djugun's Health and Safety, equal opportunity and risk management policies, plans and procedures.
- Demonstrate and promote workplace behaviours that does not discriminate, bully harass or intimidate.
- Cooperate with any reasonable, lawful instruction to comply with relevant legal requirements.
- Adhere to policies and procedures to prevent injuries to people and damage to assets and property including reporting of these matters.
- Take reasonable care for your safety and the safety of others who may be affected by your actions or omissions.
- Promote positive mental health and wellbeing within your team and work towards the prevention of mental injuries and illness in the workplace.

Who you will work with:

Internal:

- Chief Executive Officer
- BDL Leadership Team
- HR team
- Business Improvement team
- Governance and Professional Standards Lead
- Aged Care Facility employees
- Other employees, contractors and volunteers

External:

- Residents families and friends
- Department of Health
- Aged Care Commission
- NDIS commission
- Professional organisations i.e. ACSA, LASA
- Suppliers and vendors

Accountability and extent of authority

- Positively and professionally always supporting and promoting the facility.
- To ensure all clinical activity and financial information is tracked and reported monthly and key financial KPI's are maintained.
- Accountable for financial management of the designated cost centre in line with agreed budgetary parameters, level of delegation and performance measures.
- To contribute to strategic planning of the Residential Care Facility and other service delivery functions.
- Ensure compliance with relevant legislation, policy and procedures in areas of control.

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Judgement and decision making

- This role identifies opportunities for improvement and may develop and implement activities and systems to meet the needs of the organisation in accordance with the requirements.
- The position will solve problems and make informed decisions on a day-to-day basis and show initiative in the research of information. The position also requires judgement to recognise when established techniques are not appropriate.
- The nature of the work is specialised in methods, procedures and processes generally developed from theory or precedent.
- The position performs work and processes that are specialised, requiring professional judgement considering impacts that any decisions or options may have. There is a requirement that consistency in approach and recommendations occurs.

Specialist Skills and Knowledge

- Current knowledge of aged care and the NDIS standards and policies, the funding processes and of relevant Commonwealth and State legislative requirements, including WHS&W and accreditation.
- Well-developed strategic thinking and analytical skills.
- Ability to persuade and gain cooperation with internal and external stakeholders and organisations.
- Understanding of Booroongen Djugun's strategic business objectives, the department's long-term goals and commitment to being a provider of choice.

Interpersonal Skills

- Demonstrated ability to gain cooperation and assistance from all levels of staff in the application of policies and practices.
- Develop and maintain positive internal and external relationships that align with organisational objectives and relevant legislation.
- Well-developed interpersonal, verbal and written communication skills are an essential part of this position.
- Exercise tact, confidentiality and discretion when dealing with staff on sensitive issues.
- Develop and deliver presentations in a professional manner, if and as required.
- Demonstrate the ability to develop quality partnerships with key internal and external clients and stakeholder.

Management skills

- Well-developed leadership and change management skills.
- Provide guidance and advice to staff on clinical matters.
- Plan and priorities multiple tasks and projects to meet set timeframes and budget, with strict attention to detail.
- Proven ability to build and maintain a positive and productive team and individual management.
- Manage one's own work and that of direct reports to achieve specific and set objectives in the most efficient way possible, within the resources available and within a set timetable, despite conflicting pressures.
- Self-motivated and ability to work with minimal supervision.

Inherent requirements

The inherent requirements of the role are listed below. These requirements are generally considered typical for this and similar roles, however the list is not intended to be exhaustive. Within reason, and subject to Booroongen Djugun's obligations under legislation, it is expected that a person conducting this type of work will have the capacity to perform the genuine, reasonable and inherent tasks of the role.

All requirements are subject to Booroongen Djugun's obligations under applicable legislation (including anti-discrimination, occupational health and safety and accident compensation legislation) and the provision of all reasonable adjustments to those requirements (e.g. aids and appliances) as required from time to time.

Requirements	Frequency			
	Unlikely	Possible	Occasionally	Regularly
Passive				
Sitting - counter / desk				X
Sitting – vehicle			X	
Operating telephone / computer				X
Writing / reading				X
Manual Handling				

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Bending / twisting Spine		X		
Working with one or both hands above shoulder height		X		
Lifting (5kg or under p/item)		X		
Lifting (5kg or over p/item)		X		
Requiring low/light application of force		X		
Requiring medium to high application of force		X		
Lifting/holding/restraining children		X		
Exerting force in an awkward posture		X		
Holding & supporting equipment		X		
Agility				
Squatting / kneeling		X		
Looking up / looking down		X		
Reaching forwards or sideways		X		
Gripping or grabbing equipment		X		
Mobility				
Walking / standing- briefly		X		
Walking / standing- extended		X		
Walking on uneven ground		X		
Climb steps/stairs		X		
Climb ladder		X		
Driving – passenger vehicle		X		
Driving – light commercial (regular drivers licence)	X			
Driving – bus (endorsed licence)	X			
Driving – machinery/heavy commercial	X			
Sensory				
Hearing – face to face / telephone conversations				X
Hearing – working with loud machinery	X			
Visual – read printed material, signage				X
Visual – computer screen, electronic signs				X
Visual – driving				X
Visual – watching with vigilance (e.g. school crossing)	X			
Emotional				
Dealing with complex customers / residents			X	
Supporting dependent persons		X		
Dealing with conflict				X
Managing complex personal situations				X
Providing empathy				X
Work Environment				
Outdoor – exposed to elements, plant & equipment	X			
Confined spaces	X			
Working alone		X		
Working at heights (greater than 2m)	X			
Exposure to extensive dust	X			
Pollen (or other allergens)	X			
Exposure to polluted odours and/or chemicals	X			
Personal waste	X			

Office Use – Pre employment Medical Checks

Musculoskeletal assessment recommended
Audiology (hearing) assessment recommended

Office Use – Other Checks

Lone Worker risk assessment recommended
Vision assessment recommended

Position Description

Acknowledgement Signing Page

I, [Insert full name], have read and acknowledge the expectations outlined in this position description and understand all of my job responsibilities and duties.

I am able to perform the essential functions as outlined and understand that from time to time I may be required to perform other duties within my skills, experience and capability that may not be specified within the job description.

I further understand that my performance evaluation will be based on my abilities to perform the duties and responsibilities outlined in this job description to the satisfaction of my Manager/Supervisor.

Any questions I have had in relation to this job description have been raised and discussed prior to signing.

Employee Signature

Date