



# POSITION DESCRIPTION

## Care & Services Manager

<b>SERVICE STREAM</b>	Aged Care
<b>LOCATION</b>	Nudgee
<b>CLASSIFICATION</b>	Level 4 - Nurses Award 2010
<b>REPORTING RELATIONSHIP/S</b>	Service Manager

<b>OUR PURPOSE AND VALUES</b>
<p>Mercy Community supports and inspires people in need to live healthy, connected lives within inclusive communities. Our vision is a world where people, families and communities are strong in spirit, healthy and connected.</p> <p>As an organisation, we value the human dignity of every person and are committed to enhancing the quality of life and wellbeing of those who access our services. Our culture reflects the ethos of the Sisters of Mercy and promotes service, mercy, humility, diversity, transparency, open accountability, collaboration and cooperation, flexibility and adaptability, fearlessness and growth.</p> <p>All our work is driven by our core values of: mercy, acceptance, excellence, dignity, empowerment and integrity.</p> <p>Mercy Community provides services in the areas of child protection, multicultural community support, individual and family support, community and residential based aged care, and disability support.</p>

<b>POSITION PURPOSE</b>
<p>This position is responsible for supporting the Service Manager in the overall accountability and responsibility for the clinical management of health and care outcomes of the residents in the facility, including both clinical care and leisure &amp; lifestyle.</p>

<b>KEY PERFORMANCE REQUIREMENTS</b>	
<b>1. Mission, Vision and Values</b>	<ul style="list-style-type: none"> <li>• Execute the duties and functions of the role within the mission and values of Mercy Community.</li> <li>• Participate in mission formation programs and activities as required.</li> <li>• The model of care is consistent with the Mercy Community mission and values, is articulated to staff and other stakeholders and reviewed regularly.</li> </ul>
<b>2. Service Delivery</b>	<ul style="list-style-type: none"> <li>• Provide supervision to clinical/multi-disciplinary staff to ensure evidence-based practice is implemented for resident outcomes.</li> <li>• In conjunction with the Catering Coordinator, provide supervision and support to hospitality staff working in clusters.</li> <li>• Oversee the implementation of person-centred care as part of the service philosophy.</li> <li>• Ensure that the dignity, privacy and confidentiality of residents is respected and that quality of service delivered is of a high standard.</li> <li>• Ensure clinical care and leisure &amp; lifestyle staff adhere to all Mercy Community policies and procedures.</li> <li>• Document and report on clinical and leisure &amp; lifestyle and service outcomes to the Service Manager as per specific project briefs.</li> <li>• Ensure all incidents, accidents and complaints are managed in accordance with Mercy Community policies and procedures.</li> <li>• Ensure that infection control principles and procedures are maintained and in line with current best practice guidelines and in line with the clinical leadership framework.</li> <li>• Ensure that medication management principles are maintained and in line with current best practice guidelines and within the legislative framework.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Demonstrate compliance to all relevant legislation, regulatory requirements, professional standards and guidelines including but not limited to mandatory reporting.</li> <li>• Facilitate communication between staff and resident/representative to support partnering in care.</li> <li>• Actively work to maintain strong working relationships with medical practitioners, allied health professionals and other care staff to ensure medical, lifestyle and care-related documentation supports and optimises the Aged Care Funding Instrument (ACFI).</li> <li>• Support the Service Manager to plan and manage clinical supplies and requirements.</li> <li>• In conjunction with the Service Manager, maximise facility occupancy through effective liaison with Centralised Admissions, social workers, GPs and any other referrers.</li> <li>• Perform any duty requiring the specific qualifications of a Registered Nurse.</li> </ul>
<b>3. Leadership</b>	<ul style="list-style-type: none"> <li>• Provide leadership, business management and operational oversight of all major client service delivery programs including residential, clinical services, health and wellness, assessment and planning, and hospitality team members.</li> <li>• Working alongside program directors (direct reports), managers, staff and volunteers to delivery world class, leading edge products and services, maintaining the strategic intent and mission of Mercy Community.</li> <li>• Monitor service levels, funding deliverables, standards and client satisfaction across all programs and facilities and proactively develop plans to resolve identified issues or service gaps.</li> <li>• Deploy resources effectively and efficiently to maintain Mercy Community high service standards, service sustainability and growth.</li> <li>• Develop and maintain strong understanding of the expected standards and agreed service levels for each funding/partnership agreement and ensure effective monitoring and management of all Mercy Community obligations under those agreements.</li> <li>• Contribute to the development of new funding/partnership proposals as needed, and provide insights to the development of new programs or services.</li> <li>• Manage emergency response procedures across all products and facilities.</li> <li>• Effectively manage all operational requirements and financial resources within agreed budgets (including staffing and training).</li> <li>• Monitor and evaluate performance of products and services, with a focus on outcomes, achievements and client experience, working alongside the Service Manager to ensure exceptional levels of positive client experience and loyalty.</li> <li>• Lead, manage and execute relevant operational and strategic projects within agreed timelines and budgets.</li> <li>• Establish strong internal working relationships and networks to support efficient operations, high performance within team and effective strategy execution.</li> <li>• Build successful work teams by role modelling the expected standards, supports and professional frameworks.</li> <li>• Ensure that care staff are supervised by registered staff to ensure delivery of care in accordance with individual clinical assessments and care plans.</li> <li>• Ensure that new staff are appropriately inducted, supported and trained to carry out their roles.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Participate in performance development and feedback, including probation reviews, disciplinary meetings and annual performance reviews.</li> <li>• Monitor and support staff training and competency assessments.</li> <li>• Implement strategies to ensure continuous improvement and quality assurance are an integral part of service provision.</li> </ul>
<b>4. Personal Performance &amp; Professional Development</b>	<ul style="list-style-type: none"> <li>• Maintain competency and currency of clinical practice.</li> <li>• As a member of the Leadership Team, provide collaborative leadership and ensure that your own behaviour, and the behaviour of others, is congruent with the Mercy values, Integrated Leadership System and Code of Conduct.</li> <li>• Keep abreast of current trends and legislation relating to the provision of services.</li> <li>• Participate in all relevant and mandatory development programs organised by MCS.</li> <li>• Participate in performance appraisal and review processes.</li> <li>• Personal and professional development activities are undertaken to maintain competency and to develop further skills. These are negotiated as part of the performance management processes of goal setting and review.</li> </ul>
<b>5. Documentation, Quality Systems &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Comply with all Mercy Community policy and procedures.</li> <li>• Perform duties in accordance with organisational requirements.</li> <li>• Produce legible and legally defensible case notes, incident reports (client and staff) and/or other documentation as required by organisational procedures and legislation.</li> <li>• Assist with the release of personal, private or confidential information in line with the Mercy Community Privacy Policy, privacy legislation and the relevant industry legislation and in consultation with your line manager.</li> <li>• Ensure documentation is created, stored and archived in line with Mercy Community, licencing and quality assurance requirements.</li> <li>• Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved.</li> <li>• Obtain and maintain receipts for purchases made and process these in accordance with Mercy Community policy and procedure.</li> <li>• Identify improvements to policy, procedures, work instructions, other organisational systems, and the work environment.</li> <li>• Participate in the consultation and/or the development, implementation and review of relevant Mercy Community policy, procedures, work instructions and other documentation, as required.</li> <li>• Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements.</li> <li>• Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.</li> </ul>
<b>6. Work Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• While at work, you must:             <ul style="list-style-type: none"> <li>○ Take reasonable care for your own health and safety; and</li> <li>○ Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and</li> <li>○ Comply, so far as you are reasonably able, with any reasonable instruction that is given to you, by the PCBU (person conducting the</li> </ul> </li> </ul>

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	<p>business or undertaking) to allow the you to comply with this WHS Act; and</p> <ul style="list-style-type: none"> <li>○ Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to you.</li> <li>● Whilst conducting work activities you must:             <ul style="list-style-type: none"> <li>○ Use or wear any equipment that is provided to you, in accordance with any information, training or reasonable instruction; and</li> <li>○ Not intentionally misuse or damage equipment or PPE or remove any thing that is provided for safety such as guarding on equipment; and</li> <li>○ Attend safety meetings and inductions or training and participate in the safety program; and</li> <li>○ Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.</li> </ul> </li> </ul>
<b>7. Other Duties</b>	<ul style="list-style-type: none"> <li>● Participate in staff development and team meetings.</li> <li>● Engage in reflective practice and participate meaningfully in regular supervision sessions within Mercy Community guidelines.</li> <li>● Other duties as directed.</li> </ul>

### POSITION REQUIREMENTS

#### Required to have

- Registered Nurse with AHPRA.
- Prior experience in aged care or an ability to demonstrate relevant experience.
- Experience in the management of employees and development of staff skills.
- Ability to assess, plan, deliver and evaluate care for aged residents as part of a professional nursing and multidisciplinary team.
- Demonstrated industry knowledge with emphasis on ACFI, Infection Control, Quality Assurance and Accreditation.
- An understanding of Commonwealth Accreditation of aged care facilities and an ability to work cooperatively to implement change.
- Demonstrated ability to plan and meet deadlines.
- Demonstrated intermediate ability to use computer IT systems including MS Word and Excel.
- Queensland Provisional Green or above Driver's License.
- Ability to obtain any legislatively required personal history screening as required.
- For applicable programs, evidence of current vaccination against whooping cough or willingness to obtain prior to commencement, unless applicable exemption provided as per the relevant Mercy Community procedure.

#### Beneficial to have

- Tertiary qualifications in management and/or geriatrics/gerontology.

### KEY SELECTION CRITERIA

1.	Demonstrated senior management experience within a health, aged or disability service (organisation greater than 100 employees).
2.	In-depth experience and expertise in operations, services and facilities management in a large, complex organisation in a care and services context.
3.	Significant experience in the management and deployment of resources to effectively implement new programs or services in a large, complex organisation.

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4.	Previous experience and success in the effective management of financial and human resources to achieve organisational goals and objectives.
5.	Excellent skills in managing a multi-disciplinary team across multiple locations.
6.	Demonstrated experience in driving teams to successfully achieve desired care outcomes, with a particular focus on the client's experience.
7.	Strong communication skills, including writing, presenting, negotiating and influencing.
8.	High level relationship building, interpersonal and leadership capabilities.
9.	Demonstrated staff management, staff development, team building ability, and creating exceptional workplace cultures.
10.	Willing and able to work within a Christian context and Mercy Community's mission, purpose and values.

#### EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed:

Name (*please print*):

Date:

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