

Position description: Manager Care Consultants - South East Home Care Packages, In Home Care

Baptcare is a purpose driven and faith based organisation working across Victoria, Tasmania and South Australia, providing residential and community care for older people and support to children, families, and people with disability, financially disadvantaged people and people seeking asylum.

ROLE PURPOSE

The primary purpose of the role is to operate a mission focused, financially sustainable operation with a focus on best care for our customers. The Manager Care Consultants South East has the responsibility for ensuring that a high-quality service is delivered to our consumers, while driving growth and opportunity. In particular, this role provides leadership, coaching and guidance to the Care Consultant team. Fostering positive relationships and utilising the expertise and skills of cross functional teams will be critical.

The role reports directly to the Operations Manager – Home Care Packages (HCP) In Home Care and incorporates a cost leadership focus in line with strategic objectives for the In-Home Care Services for Victoria.

Part A: Organisation

Baptcare's Vision, Mission and Values

Mission: Partnering for fullness of life with people of all ages, cultures, beliefs and circumstances.

Vision: Communities where every person is cherished.

Our Mission and Vision are lived through our WE CARE values:

We care about...	Our Customers We care about...	Our Team We care about...
Wellbeing	... You living your life with meaning, we partner with you to enhance your health, safety, comfort and spirituality.	... Strengthening our teams by cultivating a safe and encouraging work environment that enables personal growth.
Ethics	... Being genuine with you, leading with integrity and fulfilling Baptcare purpose in harmony with community expectations.	... Being inspired by justice. We act with integrity and do the right thing by our customers and each other in light of current and future needs.
Co-creating	... Building personalised and innovative solutions with you and our allied partners, with your goals as our shared focus.	... Building an exciting future together with our customers in focus, by empowering everyone to contribute and encouraging adaptability, creativity and collaboration.
Accountability	... Fulfilling our commitments to you and accepting our responsibilities to continually improve.	... Fulfilling our commitments and responsibilities, using our resources wisely and being able to reflect, speak up and adapt when needed.
Respect	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.	... Understanding and embracing your individuality, standing up for your equality and protecting your dignity.
Effectiveness	... Being focused on achieving the best outcomes for you, with you.	... Ongoing improvement in the focus of our people and resources to achieve positive outcomes for our customers.

Baptcare is committed to being a child safe organisation by ensuring that all staff who work directly with children adequately maintain and update their knowledge of Child Safe Standards and provide protection to the children in our care.

Part B: Position specifications

Relationships

Division:	Service and Operations - In Home Care (IHC)
Reports to:	Operations Manager – Home Care Packages (HCP)

Authorised by:

Issue No.

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Internal:	Managers – Home Care Packages Care Consultants (CC) Customer Services Supports (CSS's) Care Advisors Managers Direct Care Personal Care Workers and Home Care Workers IHC Recruitment Coordinator IHC Payroll Officer Customer Liaison Consultants (CLC)
External:	Baptcare customers and families Third party service providers and overflow suppliers Other parties as identified in the course of employment

Dimensions		
Annual Operating budget:		N/A
Staff	Direct	Care Consultants– Home Care Packages – Victoria
	Indirect	Other In Home Care service delivery employees – Customer Service Support, Direct Care Coordinator and Delivery Support Lead employees

Delegations and authorities	
Capital expenditure:	N/A
Operating expenditure:	\$5000 per month

Part B: Position specifications continued

Key Accountabilities / Key Result Areas
<ol style="list-style-type: none"> 1) Support Care Consultants in delivering exceptional case management to deliver customer outcomes. 2) Lead and develop team members to deliver for all consumers safe and effective services and supports for daily living that meet the customer's needs, goals and preferences and optimizes their independence, health, well-being and quality of life. 3) Support clients to live the life that they chose. 4) Ensure staff treat clients in a kind, caring and respectful manner while fostering a culture of respect for diversity. 5) Commitment to providing customer centered care of the highest standards 6) Manage costs and continually improve service delivery 7) Achieve financial and service delivery targets 8) Respond locally to service delivery issues and implement solutions to achieve the expected consumer outcomes 9) Support the Sales CLC to grow the revenue of the territory through increased sales per consumer and the implementation of new service streams

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- 10) Operate according to Baptcare's policies, procedures and work instructions to ensure compliance with organisation and regulatory requirements, including all aspects of workplace health and safety legislation applicable to the role
- 11) Demonstrate leadership according to Baptcare's mission, vision and values.

Key Tasks

- Successful delivery of Baptcare In Home Care Services within the designated territory which meet or exceed expected customer outcomes and achieves financial and service delivery targets
- Seek to improve Baptcare services to deliver a consistent, highly rated consumer experience with a focus on the activities to increase Net Promotor Scores
- Achieve and exceed territory operating targets, identify negative variances and effect strategies to reduce negative trends/variations
- Regular assessment, monitoring and review of the performance of each member of the Care Consultant team
- Lead and develop team members to deliver value to consumers and manage costs and continually improve service delivery
- Identify and respond to opportunities to reduce costs to the business and/or increase value to the consumer
- Encourage teams to self-manage and make decisions within Baptcare policies and procedures

Leadership and Management

- Manage people to ensure compliance with industry standards and guidelines, Baptcare policies and procedures and industrial relations requirements
- Ensure staff can describe how they respect and promote cultural awareness in their everyday practice
- Create a workplace culture where consumers say they feel accepted and valued whatever their needs, ability, gender, age, religion, spirituality, mental health status, ethnicity, background or sexual orientation
- Ensure team members pursue quality of care delivery and celebrate the commitment to continually improve service delivery
- Achieve positive outcomes through shared care partnerships and teamwork
- Promote a culture of safety and infection control
- Ensure staff performance in relation to the management of Home Care Packages are compliant and in line with the Aged Care Quality Standards and industry guidelines
- Empower teams to deliver an increasing volume of services per Baptcare consumer through upselling / cross selling of services and products

Respond locally to service delivery issues and implement solutions

- Proactively identify and address local service delivery issues
- Act in response to complaints and ensure an open disclosure process is used where it is identified that something went wrong with service delivery
- Escalate client serious risks and incidents to management, including inappropriate behaviours or actions not aligned to Baptcare values and the Aged Care Quality Standards
- Feedback and complaints are reviewed and used to improve the quality of care and services.
- Share learning across Management group to enable continuous improvement of service delivery

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Workplace Health & Safety

- Demonstrate personal commitment to work health and safety by working together with all Baptcare stakeholders in achieving a Zero harm workplace and complying with Baptcare's WHS policy, WHS Plans and procedures relevant to your working environment.
- Actively promote and foster constructive behaviours to enhance Baptcare's organisational safety culture, "The safety standard you set is the one you just walked by" by reporting hazards, incidents, injuries and near misses to the manager without delay.
- Co-operate with Baptcare in respect to any action taken by Baptcare to comply with legislative requirements.
- Take reasonable care for your own health and safety and the health and safety of others in the workplace.

Part C: Person specification

Key selection criteria

Leadership and Management

- Proven ability to lead teams so every consumer gets safe and effective care, that: is best practice, tailored to individual needs and optimises individual health and wellbeing
- Wholeheartedly aligned with Baptcare's Mission, Vision and values
- A demonstrated heart-felt desire to work with older people, to respect their lives and a deep capability to connect and support consumers to live the life they choose
- The ability to communicate respectfully with people of all abilities, backgrounds and belief systems
- Experience building a high performing team (including succession planning)
- Proven ability to manage a budget within agreed financial parameters
- Effective risk management systems and practices, including but not limited to managing high impact or prevalence risks associated with the care of consumers, identifying and responding to the abuse and neglect of consumers and supporting consumers to live the best life they can
- Proven change management capability
- Experience at a management level in a community setting with an understanding of policy and care needs for older persons
- Ability to continuously improve service quality and consumer experience
- Capable of identifying new service opportunities using feedback from consumers, employees and service providers
- Create a workplace culture where consumers say they feel accepted and valued whatever their needs, ability, gender, age, religion, spirituality, mental health status, ethnicity, background or sexual orientation

Interpersonal Skills and judgement

- Strong people skills and professionalism with the ability to lead and coach team members to deliver a consistently high level of communication, teamwork and consumer care.
- Highly organised, able to multitask, flexible, adaptable and able to work in a demanding rapidly changing environment.
- Able to make timely decisions and exhibit sound judgment when considering alternatives and balancing the needs of the program, team members, stakeholders and Baptcare
- Motivated and passionate about aged care and the delivery of high-quality customer care.

Core Competencies

- Confident communication skills, in written and verbal English, highly impactful influencing, negotiation, persuasion and problem-solving skills.
- Excellent computer literacy including MS Word, Excel, Outlook

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Analytical and Problem Solving:

- Proven ability to analyse data and identify risks.
- Well-developed problem-solving skills and a focus on continuous improvement.
- Capable of identifying new service opportunities using feedback from customers, employees and service providers.

Qualifications

Essential:	Tertiary qualifications in health, social sciences or business or qualified by experience A minimum of 5 years managing and leading teams
Desirable:	Post graduate studies in business management or another related field.

Other

Essential	Satisfactory Police Check. Victorian Driver's License;
Desirable	Work within the community health setting

Part D: Baptcare Expectations of Staff Behaviour

Expectation of behavior

All staff play a key role in shaping and influencing workplace culture. This requires a consistent approach and commitment to the following:

- Treat everybody with respect and dignity and value people for who they are their unique contribution, irrespective of role or level in the organisation
- Accept that I have a key role in representing the team I service to the broader organisation and for positively promoting the organisation to the team and in any external environment
- Be clear and open about decision-making processes, wherever possible providing opportunities for others to be involved in decisions that affect their work. Give new ideas from others a fair hearing and proper consideration. Promote and role model an open, inclusive and collaborative approach
- Take a proactive approach to workplace health, safety and staff wellbeing
- Participate in staff learning and development and recognize the value of ongoing professional and personal development for myself
- Actively encourage feedback from others about how I am going as a team member
- Role model positive behaviours at all times and ensure that I choose my attitude when I come to work
- Always behave ethically and with integrity
- Be engaged and have fun at work

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DECLARATION	
Essential	My position description has been explained in detail and I understand and accept the accountabilities and authority as outlined.
Employee	Name: Signature: Date: / /
Baptcare representative	Name: Signature: Date: / /