



Position Description

Head of Residential Aged Care

Wesley Home & Residential Care
August 2020

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Head of Residential Aged Care

Wesley Home and Residential Care

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Home and Residential Care

Wesley Home and Residential Care believes in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality services for people while providing them with ways to learn, develop and achieve their goals.

The Wesley Home and Residential Care team delivers services in the following areas:

- Residential Aged Care
- Home Care
- Disability Services

3 Overview of role

The Head of Residential Aged Care has the responsibility for ensuring that the delivery of residential aged care services within the portfolio meets the expectations of our clients and other stakeholders through a model of client centric support. This will be achieved through leading a focus on embedding a revitalised culture within the residential aged care services team that reflects the vision and values of Wesley Mission.



The role requires a sound working knowledge and understanding of residential aged care service delivery, relevant clinical and management qualifications and wide-ranging professional networks along with possessing a comprehensive knowledge of developments which may impact our services. As a member of the Wesley Home and Residential Care management team, the role will also contribute to the overall strategic direction of the portfolio.

4 Relationships

Reports to: General Manager, Wesley Home and Residential Care

Direct reports: Centre Managers or equivalents in the following centres

- Wesley Rayward Carlingford
- Wesley Taylor Narrabeen
- Wesley Tebbutt Dundas
- Wesley Vickery Sylvania

5 Major role responsibilities

5.1 Our clients

- facilitate the implementation and delivery of the Wesley Home & Residential Care “About Me” model of care across all residential aged care services
- ensure Wesley Home & Residential Care assists all our residential aged care clients at the highest standards of care and develop strong partnerships with the client’s families and representatives
- ensure all client facing processes and practices are best practice
- implement strategies to measure and report on client satisfaction and the impact of our services on the wellbeing and health outcomes of our clients
- ensure appropriate mechanisms are in place for clients, their families and representatives to provide feedback on the services they receive
- review data from client feedback and information management systems to inform decision making, policy and procedure development and continuous improvement activities with support from the QRC Specialist
- plan and conduct market research to understand the needs and expectations of existing and potential clients and their representatives to inform service development
- implement promotional strategies to enhance awareness of the Wesley Mission brand in partnership with Wesley Marketing
- ensure internal and external mandatory reporting guidelines are understood and adhered to by all workers
- works collaboratively to ensure that the portfolio proactively supports the Wesley Mission strategic objective of 50% growth for those most in need
- be a strong ambassador for the Wesley Home & Residential Care team.

5.1.1 Performance Measures

- regular reporting of agreed indicators



- high client satisfaction as measured through regular surveys
- year on year growth in number of clients

5.2 Our people (our team)

- lead, develop and empower residential aged care team by modelling interpersonal and professional behaviours consistent with Wesley Mission's Vision and Values and Code of Conduct
- ensure people management is both in line with relevant policies and procedures
- build and retain a team of flexible, skilled and committed staff, and promote participative management systems consistent with the Wesley Mission Vision and Values
- ensure all new staff and volunteers meet on boarding, orientation and probation requirements
- ensure position descriptions for all staff are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities.
- lead and manage workplace health and safety practices and initiatives to drive performance and accountability across residential aged care
- conduct and document individual meetings with direct reports on a regular basis to facilitate feedback and to ensure employee satisfaction and performance in line with Wesley Mission's Employee Contribution and Development (ECD) process
- use the ECD process effectively to set KPIs for individual employees in line with Wesley Mission and Wesley Home & Residential Care strategic and business plans
- report to the General Manager, Home & Residential Care regularly on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team engagement
- attend all scheduled meetings and conduct regular meetings with your team.

5.2.1 Performance Measures

- 80% + worker retention rates
- high worker engagement as measured through the VOICE surveys, including pulse surveys
- reduced number of worker grievances and incidents including Workers Compensation claims
- reduced reliance on brokerage/agency workers year on year
- reduced levels of sick leave

5.3 Our operations

- identify, plan and implement strategic initiatives in service delivery consistent with organisational direction, continuous improvement and quality outcomes within a robust and supportive change management framework
- ensure a flexible approach is taken to allow residential aged care to be able to adapt and lead in a dynamic and changing environment
- with support from the QRC Specialist, implement effective risk management strategies, ensure compliance with regulatory requirements, and ensure accreditation standards are met



- ensure a strong quality and continuous improvement focus within the residential aged care team
- ensure residential aged care policies, procedures and forms are aligned to clinical governance activities and service delivery models of practice in consultation with the Wesley Quality, Rick and Compliance team
- ensure systems are used appropriately to capture and record client data to inform the planning, delivery and review of client care and services, and to inform the care and services that are provided
- lead and coordinate the preparation of records, reports, submissions and correspondence as required in accordance with Wesley Mission's policies and procedures, relevant government standards and other contractual requirements
- ensure physical infrastructure is managed and appropriately maintained, in collaboration with the Wesley Property team
- ensure that all service agreements, purchasing agreements and contracts related to the delivery of services are executed within the Wesley Mission's Chart of Delegations
- represent Wesley Home and Residential Care through actively participating in industry forums
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.3.1 Performance Measures

- accreditation is maintained
- continuous improvement is actively demonstrated
- business plan outcomes are delivered

5.4 Our financials

- manage all financial operations within residential aged care including budgeting, forecasting, operational budget management, in collaboration with the Head of Business Services, Wesley Home & Residential Care
- ensure sound financial stewardship within the approved budgets
- ensure that all direct reports have a thorough understanding of the financial levers within their budget and operate within the Wesley Mission's Chart of Delegations
- ensure the responsible use and allocation of resources, and effective and efficient disposal of waste
- monitor and implement strategies to maintain expected level of occupancy
- review financial performance across residential aged care, develop and implement strategies to address concerns or anomalies in collaboration with the Wesley Finance team

5.4.1 Performance Measures

- achieve budget
- year on year income growth



6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Home and Residential Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as a worker, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate on a quarterly basis in Wesley Mission's Employee Contribution and Development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation and ongoing learning and development program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission is maintained at all times
- maintain confidentiality.

7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's Vision, mission and values and enthusiastically advocate our Word and deed ministry
- effective use of communication and interpersonal skills to engage and build partnerships with a wide range of internal and external stakeholders
- capability to lead, manage and develop a team through a strength based and empowerment approach
- capability to drive continuous improvement and best practice through an evidence-based approach and effective use of change management strategies
- capability to manage conflicting priorities to achieve best outcomes
- capability to work both independently as well as contribute in a team environment
- capability to perform professionally and compassionately in a fast-paced environment



Essential skills/knowledge

- current registration as a Registered Nurse List A
- tertiary qualification in aged care, health or social science disciplines or management
- experience in a senior management role within either the disability, community or aged care sectors
- sound understanding of legislative and regulatory requirements, as well as current issues impacting on the aged care sector
- strong business acumen
- current driver licence

Desirable skills/knowledge

- not for profit or cause related management experience and understanding of challenges in managing a diverse workforce within a not for profit environment
- post graduate qualification in aged care, health or social science disciplines or management