



Supporting our community on all sides

Position	Aged Care Services Manager
Status	Permanent
Location	Paddington and Ashgrove, Brisbane
Responsible to	Chief Executive Officer
Classification	Social, Community, Home Care and Disability Services Industry Award, Community Services Worker, Level 8

Organisational Profile

Communityfy is committed to supporting people across all life stages and experiences to lead active, healthy and socially connected lives. Communityfy's programs empower people to maintain their independence, connect with their community, manage their health and lifestyle and address the challenges that life can present.

We provide programs and services in areas of aged care, children, family & individual support, mental health, disability, housing and homelessness, drug and alcohol recovery and NDIS. Through our Neighbourhood Centres and Community Development programs, we also offer Emergency Relief, Social Inclusion activities, Food Security, Multicultural Support, community gardens and venue hire.

Program Profile

The Aged Care Services Program of Communityfy Qld provides community-based care options for frail aged older people with high/complex care needs including those with dementia, within a warm, welcoming, safe and supportive environment providing welcome support for clients as well as their carers. We aim to assist clients to achieve their optimum level of function, mobility and independence. Using the latest evidence and team based approaches to enablement and active aging this service aims to maximise abilities, improve health status, cognitive connectedness, independence, health outcomes and wellbeing of our clients. Funding is primarily from the Commonwealth under both CHSP and Home Care Package Funding. Services include In Home Support, Home Assist Secure, Transport, Day Respite and Home Care Packages.

Position Objectives

- Manages the coordination of the implementation of services, policies and programs by supporting and leading the Coordinators; reports to the CEO; serves on the senior management team and assists and advises and supports the aged care teams on HR, clinical governance and complex client needs.
- Ensure quality and compliance governance are achieved through robust processes that meet internal and external auditing standards.
- Directly reports to CEO and maintains appropriate delegation and decision making abilities.
- Responsible for WHS and risk mitigation across all aged care services and sites, including managing risk management registers across all aged services.
- Works collaboratively with facilitators and coordinators of the Aged Care Services the Aged Care Manager is responsible for overseeing the implementation of the operational, accreditation and compliance requirements, including budgets and reporting responsibilities for all aged care services and providing leadership, coaching and developmental support.
- Works collaboratively and flexibly with CEO and Senior Leadership teams to ensure effective communication and implementation of COVID compliant and safe work plans for the aged care teams.
- Manage conflict resolution in complex situations maintaining organisational policy and procedure integrity whilst managing customer and key stakeholder expectations.
- Has a consultative and collaborative leadership style that is able to positively promote and implement change.
- Responsible for working in partnership with internal and external stakeholders the position is also responsible for monitoring and achievement of KPI's.
- Promote Communityfy's Aged Care Services by operating in a professional manner that meets organisational goals and contributes to the promotion of the service to relevant groups in the local community.

Selection Criteria

Knowledge & Skills

- Knowledge of the application of Federal, State and Local Government regulations, Statutes and acts as they pertain to all aspects of community aged care services
- Strong understanding and knowledge of aged care funding, aged care quality standards, and service delivery.
- Possess an excellent knowledge of current issues relating to the aged care industry.
- Developed knowledge of My Aged Care and referral processes for aged care clients living in the community.
- Experience in community aged care services and appropriate referral and assessment pathways.
- Have highly developed clinical assessment skills.
- Ability to work with a high degree of autonomy and flexibility, plan and prioritise own workload.
- Ability to use initiative and independent decision making skills in responding to the immediate needs of staff, clients and their families.
- Demonstrated experience and skill in providing supervision for staff and volunteers around the standards of work performed.
- Demonstrated understanding of quality assurance and continuous improvement.
- Demonstrated knowledge of current Occupational Health, Safety and Welfare Act, Work Health and Safety Act and Aged Care Act.
- Knowledge of current Workplace Health and Safety legislation and demonstrated capacity to implement OH&S policies and guidelines.
- Demonstrated experience and skill in relevant administrative procedures including the ability to effectively use a range of computer based applications.

Qualifications & Experience

- Bachelor Degree or equivalent in human services and relevant national registration e.g. APHRA registration.
- Demonstrated experience overseeing a large portfolio across community aged care, budgets, reporting and evaluation.
- Excellent written and oral communication, customer service skills and computer literacy.
- Strong proven leadership skills and ability to oversee and coach direct reports.
- Proficient experience working across community services including HCP and CHSP, allied health and nursing.

Attitude Requirements

- Honesty and Integrity
- Capacity for self-reflection and learning from actions and feedback
- Highly developed interpersonal, written and verbal communication skill.
- Demonstrated commitment to a culture of excellence and total quality services.
- Possess proven high level of professional senior management skill.
- Strong commitment to principles of enhancing Independence and client empowerment.
- Strong communication, interpersonal, self-management and organisational skills.
- Demonstrated ability to work within a busy multi-functioning professional team.
- Ability to maintain confidentiality and perform tasks in a non-judgemental manner.
- Demonstrated ability to foster teamwork that provides a safe, equitable and rewarding workplace.
- Ability to empathise with the needs of older people and people with a disability in the community.
- Demonstrated ability to establish networks and work collaboratively with a variety of stakeholders including families, community agencies and government departments.
- Ongoing commitment to professional development.

Physical Requirements

- Demonstrated ability to undertake physical requirements involved with the provision of the service to our client base including some light lifting, bending, squatting, pushing, trunk twisting, kneeling and standing or sitting for durations.
- Current Queensland Open Drivers Licence.

Responsibilities**Judgement & Decision Making**

- Reports directly to the CEO and works collaboratively to ensure Communify Aged Care Services work efficiently and safely.
- Is directly responsible for all staff across the aged care services and provides leadership and feedback as required. Manager is able to support and mentor service coordinators and facilitators with complex HR issues including recruitment, induction, performance review, supervision and management.
- Participates in the on-call (out of hours) responsibilities
- Has a consultative and collaborative leadership style that is able to positively promote and implement change.

Relationships – Internal & External

- Work collaboratively as a leader of the Aged Care Team in order to ensure a continuity of service to clients and their carers.
- Provide peer supervision and share knowledge when required to increase the capacity of Communify Aged Care Services.
- Work collaboratively with senior management and coordinators across all services of Communify to ensure high quality services.
- Participate actively in appropriate team meetings, supervision, performance reviews and other specific program activities.
- Liaise continually with clients, carers and other stakeholders in the community to guide continuous improvement and quality aged care services.

Client Service

- Be responsible for planning implementing and reviewing policy and procedure changes to keep up with legislative requirements within the aged care context.
- Promote other Communify and Aged Care Services to clients, carers and community members.

Professional and Technical Knowledge Skills

- Ensure quality and compliance governance are achieved through robust processes that meet internal and external auditing standards.
- Able to develop and analyse options for service development and business growth in line with the organisation's strategic direction.
- Maintain records of contact and report regularly as per funding agreement and in accordance with Communify's policies and procedures.
- Undertake regular supervision and performance development discussions to reflect on own performance.
- Identify and undertake relevant training and professional development.
- Ability to lead service assessment, planning and implementation of service delivery to achieve high level results for clients and their carers.
- Demonstrate experience with the aged care accreditation process.

- High level communication skills, ability to deliver information effectively throughout organisation.

Diversity and Inclusion

Communify pays its respects to the traditional custodians across the lands in which we work, and we acknowledge the elders past, present and emerging.

Communify is committed to being an inclusive organisation. We recognise that we work across diverse communities and welcome and encourage participants from all backgrounds and experiences. We strive to embrace the diversity of people from all ages and genders, Aboriginal and Torres Strait Islander peoples, culturally and linguistically diverse groups, the LGBTIQ+ community, people seeking asylum, refugees and people living with a disability.



A criminal record check will be undertaken for the successful applicant with ongoing employment dependant on the outcome.

Declaration

I agree that I have read, and understand the position description details above.

Name

Signature

Date
