

Senior Operations Manager Aged Care Assessment Position Description

About ACNA

Our charter says...

Access Care Network Australia provides assessment, coordination and case management services to connect eligible people with supports that build on their strengths.

But don't let the jargon fool you. We're in business to change lives. We do that by helping our clients (and their families) get the support they need to live life their way.

What makes us tick?

Simple. We want people to be their best.

But at ACNA this isn't something we just write on a poster: 'being our best' is a way of life. It's our credo. It's a life-long personal commitment to be...

Always learning

Always growing

Always sharing.

About the role

As a Senior Operations Manager for ACNA you will be part of our story of steady and sustainable growth and will join us to deliver our purpose and share our values. You will bring strong leadership skills and operational management capability to translate strategic direction into scalable operational practices that enables frontline leaders to contribute effectively to program outcomes on a national scale. This role reports to a member of the Executive Team.

Key Responsibilities

As the Senior Operations Manager your key responsibilities for this role will include:

- Managing and enabling delivery of Aged Care Assessment Teams within a national program, achieving outcomes across quality, productivity, safety and client satisfaction. This may include oversight of functions such as Needs Reviews and/or Assessment Delegation.
- Promoting the culture and communications within and across teams to ensure alignment to ACNA values and behaviours
- Translating long-term strategic direction (5year+ year horizon) into scalable operational models and practices that deliver sustainable outcomes and support positive outcomes for the populations we support.
- Contributing to the development of and delivery of annual operational workplans, aligned to organisational priorities, including clear targets and measures that enable effective monitoring of performance.
- Leading and managing direct reports to deliver on operational objectives, supporting accountability for outcomes, capability uplift and consistent performance across teams.
- Driving operational performance and assurance through effective monitoring, control and reporting to Executive of contractual outputs and outcomes in line with ACNA's commitment to excellence.
- Using data and insights to inform decision making, driving performance, quality, risk and workforce wellbeing
- Designing and optimising operational practices, working in collaboratively with Senior Operations Managers and cross-program peers to support consistency, balance national demand and capacity.
- Supporting teams throughout the employee lifecycle (experience), to achieve high performance, engagement and retention.
- Managing the impacts of change, identifying risks and implementing effective operational transition and communication strategies to maximise positive outcomes.
- Ensuring effective communication and alignment, translating organisation-wide and sector priorities into clear direction for leaders and their teams,
- Collaborating with enabling functions to deliver integrated, efficient and contemporary ways of working.
- Contributing to organisational quality and governance, including meeting all mandatory role requirements as outlined.

Key Accountabilities

As a Senior Operations Manager, your measures of success for this role will include, but are not limited to:

- Operational effectiveness - achieving My Aged Care contract KPIs (e.g. timeliness, quality, client satisfaction)
- Operational efficiency – enabling teams and individual team members to understand and achieve productivity targets



- Culture and Capability alignment of teams across the national program to ACNA purpose, values and capability development
- Client experience measures
- Employee experience measures
- Incidents and/or complaint outcomes for the program nationally
- Ensuring individuals, teams and leaders are working in line with ACNA's policies and procedures
- Working in line with ACNA's policies and procedures
- Demonstrating our values in all you do and in every interaction.

Capability Expectations

To be successful in this role the Senior Operations Manager must demonstrate:

- People leadership and management capability that develops capability of all employees, inspires and mentors, builds strong team culture and manages resources and changes across the national program
- Operational and business management capability that achieves quality, compliance and budget requirements
- A solutions-focus that ensures results across the national program are achieved and employees are supported to solve problems at the appropriate delegation level with effective escalation.
- Creativity and innovation to translate high-level strategic direction into grounded and practical operational practices and workplans
- An ability to plan and prioritise across competing priorities at a national level
- Advanced relationship management and communications capability to ensure self and others (individuals and teams) work collaboratively within the program and connect effectively with other teams in ACNA or the Group
- Ability to build, nurture and maintain relationships with external providers
- Self-management capability that ensures resilience and adaptability in daily work whilst embracing learning and growth opportunities
- Integrity and accountability that ensures responsibility for achieving national program outcomes is delivered upon in an ethical and transparent way
- An ability to create and maintain an inclusive work environment that supports diversity of thought, background and experience.
- Post graduate qualification in business administration and/or management highly regarded
- All capabilities specified (in addition to those specified above) in the ACNA Capability Framework at the Manager Level, in the areas of self-management, people management, relationships and communications, solutions-focus and business management.



Flexibility Expectations

100% of ACNA's roles require our staff to be flexible from where they work each day to the projects they are working on. Examples of this flexibility are:

- **Location:** The location of your work can and will change, from a home office to ACNA office hubs to interstate work venues. You will be required to travel to your teams where they work. The frequency of travel and locations are negotiated with you.
- **Support** with surge in other projects: You may fulfill other senior leadership roles to support with surge requirements.
- **Mobility and Progression:** We encourage and support career mobility and progression to other roles in ACNA and encourage all of our team to consider such options when they are on offer or needed.

Quality, Health and Safety

All members of the ACNA team are responsible for their participation in quality and safety activities within the context of the role. This includes (but is not limited to) improvement actions such as audits, reviews, quality and assurance measures and drills that result in improvements to client care, employee knowledge and the consumer experience.

All duties must be performed in accordance with ACNA Policies and Procedures including the relevant Work Health and Safety legislation, Equal Opportunity legislation and relevant State or Commonwealth Codes of Conduct.

All ACNA team members are also responsible for promoting a positive safety culture by following all reasonable instructions relating to their own or another person's safety. This includes (but is not limited to):

- Provision of supervision to people under their direction
- Taking actions to avoid, eliminate or minimise hazards
- Seeking information on any work they undertake and be aware of the risks and hazards associated with their work
- Reporting all incidents/hazards/injuries and
- Using Personal Protective Equipment as required and directed
- Completing all mandatory training during the induction period



Minimum Mandatory Requirements

Qualifications

- Hold a relevant health qualification (RN, Allied Health or Social Work or similar) that supports effective leadership of clinical assessment delivery and governance.
- Qualification/s in the field of management, leadership and/or social services considered an advantage.
- Minimum three (3) years demonstrated experience in Australia or overseas directly leading, managing and delivering services in aged care settings (e.g. geriatric evaluation, rehabilitation, palliative care or community nursing).
- Minimum of three (3) years operational experience managing large and/or dispersed teams of individuals at a State/National level.

Compliance requirements

- National Police check
- VEVO right to work
- Current Driver's licence
- Working with Vulnerable People check (as per State requirements)
- Influenza Vaccination for current flu season
- COVID-19 vaccination and currency of booster

