

Position Description – Operations Manager, Aged Care

Core Detail

Title	Operations Manager, Aged Care
Objective	The position is accountable for the performance and financial outcomes at each service. It is also responsible for assisting facilities to maintain compliance with accreditation standards and all other governing legislation applicable to the aged care industry.
Role	Responsible for the day to day operations of all Aged Care and meeting designated KPI's in collaboration with Client Services, ACFI and Business Performance Manager. Focused on directing Facility Managers in Human Resource Management, roster management, hospitality & hotel services, administration, cost management, facilities management and information management processes.

Position Parameters

Employment	Full time, permanent
Reporting to	Aged Care Manager
Staff directly supervising	Facility Managers
Key Relationships	Aged Care Manager, Business Performance Manager, Facility Managers, Group Care and Compliance Manager, ACFI Coordinators, Group Chef Manager,
Expenditure Limit	\$10,000
Location	TriCare Head Office, Mt Gravatt

Detailed Description of the Position

Main Duties	<ul style="list-style-type: none"> Facilitate Aged Care Facilities to achieve financial and performance KPI's. Meet own KPI's relating to operational and performance outcomes. With the guidance of the Aged Care Manager recruit, select, engage, mentor, monitor, and manage the performance of Facility Managers. Act as a professional role model and a credible resource by demonstrating and disseminating knowledge in effective business practices and daily aged care operations.
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- Conduct site visits to support and monitor compliance of all TriCare policies, procedures and processes.
- Assist services to close identified gaps in process and procedures by mentoring, educating, monitoring and managing progress on improvements.
- Ensure continuous improvement opportunities are identified and promoted as they relate specifically to aged care operations.
- Working with facility management teams, manage the facility master roster in accordance with the needs of the facility whilst ensuring the target performance indicators for wage costs and agency use are met.
- Work collaboratively with the support services in place (client services and ACFI) to achieve targets attached to these operational income KPIs.
- Participate in working groups linked to driving operational performance across the Aged Care Division.
- Assist the Facility Managers, with the support of Head Office Human Resources, to effectively manage personnel and to engage, mentor and monitor the best possible local employee teams.
- Work with the Group Facilities & Asset Manager and Procurement Manager to ensure the facility assets, fixtures and fittings are maintained to the highest possible standard within agreed expenditure parameters.
- Ensure that housekeeping and food services, information management, personnel management, administration and facilities management processes are aligned with the organisational quality system.
- Work with the Training Manager to ensure that appropriate training is delivered to maintain professional competencies and practices.
- Facilitate regular Facility Manager meetings for the purpose of training, networking, informing and the development of best practice initiatives.
- Assist Facility Management and relevant Divisional Managers to effectively manage internal and external complaints relating to general operations and services (including Complaints Investigation Scheme and Mandatory Reporting matters).
- With the guidance of the Aged Care Manager, prepare annual budgets for each service and monitor performance throughout the year, providing directions and mentoring facility management teams to meet the agreed targets.
- Orientate new management personnel in TriCare's daily operations and related policy and processes.

Skills and Knowledge

- Strong understanding and knowledge of residential aged care and associated regulations.
- Extensive Human Resource management experience.
- Demonstrated experience across a number of sites/services and experience/accountability for a number of direct reports.
- Comprehensive interpersonal skills to support clear and accurate communication with internal and external customers.
- Ability to use and learn software programs.
- Ability to work within a team environment whilst maintaining individual responsibility for specific functions and tasks.
- Driven to achieve KPIs set by the Aged Care Manager and the Board.
- Time management and ability to prioritise and meet deadlines.
- Flexible, professional approach to functions and environment.
- A sound understanding and demonstrated implementation of performance management principles.
- Ability to access, analyse and report on financial outcomes attached to each facility.
- Able to prepare well researched, clearly presented reports and submissions as necessary.

Personal/Other Attributes

- High level of leadership attributes.
- Ability to participate actively and constructively within a team.
- Able to prioritise effectively.
- Able to accept accountability and responsibility.
- Flexible approach to working hours.
- Able to meet deadlines and work under pressure.

Experience

- Business or similar qualifications.
- Extensive experience in aged care management.

Key Personnel Status

- According to the Aged Care Act 1997 and the Sanctions Principles, TriCare must ensure that you are not a Disqualified Individual. A Disqualified Individual is:
 1. a person convicted of an indictable offence,
 2. an insolvent under administration (an undischarged bankrupt or a person who has entered into an arrangement with creditors), or
 3. of unsound mind.
- For those reasons TriCare must:
 1. Obtain a Police Certificate as detailed above;
 2. Conduct a search of bankruptcy records; and
 3. Conduct previous employment and referee checks.

- If at any time during the course of your employment, you become a Disqualified Person, you are required to immediately disclose this to TriCare

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:

- a) Work Health and Safety (WHS) legislation;
- b) Related WHS responsibilities; and
- c) TriCare's Risk Management (RM) standards.

Performance Measures

Annual Quality Performance Improvement Review.