

Position Description – Facility and Village Manager

Core Detail

Title	Facility and Village Manager
Objective	This role incorporates responsibility for the management of the aged care residence and retirement village as an effective, profit generating business unit. All systems, procedures, protocols, practices and employees within the aged care residence and retirement village are within the scope of the responsibility of this role.
Role	Effective management of the aged care residence and retirement village ensuring the delivery of quality care, maintenance of standards, promotion of a positive work environment and acceptable return on investment to shareholders. The role also includes responsibility for the administration, nursing and personal care, sales and marketing, environmental services, food services and maintenance at both locations.

Position Parameters

Employment	Full time, permanent
Reporting to	Operations Manager – Aged Care Operations Manager – Retirement Living
Staff directly supervising	All employees at the Aged Care Residence and Retirement Community (Village)
Key Relationships	Operations Manager – Aged Care, Aged Care Manager, Group Care and Compliance Manager, Operations Manager – Retirement Living
Expenditure Limit	\$1000 (excludes capital items)
Location	TriCare Aged Care Residence and Retirement Community (Village)

Detailed Description of the Position

Management Services	<ul style="list-style-type: none"> • Manage human and material resources in a fair, equitable and financially responsible manner. • Contribute to the preparation of the aged care residence's and retirement village's operating budget. • Achieve agreed budgetary targets.
----------------------------	--

	<ul style="list-style-type: none"> • Meet Head Office requirements efficiently and within agreed time frames. • Coordinate services within the aged care residence and retirement village in liaison with the relevant Operations Manager. • Proactive in maximising occupancy levels. • Ensure all required pre-admission details are accurately completed. • Accountable for all payroll and accounting functions. • Maintain sufficient and necessary supplies to meet aged care residence and retirement village requirements. • Monthly update of the aged care residence' plan for continuous improvement – to ensure compliance with the Aged Care Standards relating to Accreditation Status. • Act as a professional role model. • Advise Operations Managers (Aged Care/Retirement Living) and other authorised Retirement and Aged Care Division Head Office employees of situations that have an actual or potential risk to the Company. • Ensure that there is management team coverage of the aged care residence and retirement village across all business hours, ensuring that annual leave and other planned leave do not result in management absences. • Ensure the residence, and village, and its operations (policies, procedures and practices) meet all statutory and regulatory requirements.
--	---

Sales & Marketing	<p>Maintaining a high level of occupancy is critical to the overall Aged Care Residence and Retirement Village performance. The role has key responsibility to:</p> <ul style="list-style-type: none"> • Co-ordinate all sales enquiries at the Village and follow-up of prospective clients. • Undertake sales walks with prospective residents and their families. • Undertake acquisition processes in accordance with TriCare policy and procedures. • Participate in marketing initiatives including attendance at Expos and presentations as necessary. • Liaise closely with the Head Office Sales & Marketing team on marketing strategies for the Aged Care Residence and Retirement Village and sales related issues. • Work closely with the Head Office Legal Administration team to ensure acquisition and termination processes meet legislative and TriCare procedures.
------------------------------	--

Continuous Quality Improvement

Care/Service provision is subjected to regular objective assessment and subsequent continuous improvement. Performance indicators include, but are not limited to, the following:

- Ensure the SIS framework is in place in the aged care residence and that meetings and committees function affectively.
 - Coordinate the collection of customer satisfaction surveys and takes appropriate action when deficits are identified.
 - Establish and/or maintain an effective annual performance appraisal system for all employees to ensure skills development needs are identified and addressed.
 - Liaise with the Training Manager to ensure training is provided in response to identified needs, training records are maintained and training outcomes are evaluated.
 - Conduct quarterly night audits of the aged care residence with the Clinical Manager.
-

Resident Services & Lifestyle

The role is responsible for the overall delivery of resident services and lifestyle ensuring residents are afforded opportunity to maintain optimum levels of independence, privacy and dignity. Performance indicators include, but are not limited to, the following:

- Responsible for achieving a high level of resident satisfaction.
 - Manage resident admission procedures (including suitability assessments) of intending residents.
 - Manage resident termination procedures (including liaison with families on unit reinstatement etc).
 - Keep residents informed and up-to-date with Aged Care Residence and Retirement Village policies.
 - Maintain confidentiality between employees and residents at all times.
 - Ensure regular communications to residents including publication of monthly newsletter.
 - Utilise resident feedback including resident surveys to facilitate continuous improvement.
 - Liaise with Residents Committee/Social Committee; attend and report at committee meetings as invited.
 - Chair Annual Meeting of Retirement Village Residents in accordance with TriCare policy and legislative procedures; coordinate other resident meetings and/ or information sessions as required.
-

Employee Training & Development	<p>To assist employees to access the appropriate training to achieve their maximum capabilities, performance indicators include, but are not limited, to the following:</p> <ul style="list-style-type: none"> • Support the roles of the Training Co-ordinator and Training Manager. • Contribute to the aged care residence' training calendar. • Evaluate the effectiveness of any training (and reports back to Training Manager). • Monitor the mandatory training within the aged care residence and retirement village. • Encourage and participate in the training and development of all employees within the aged care residence and retirement village.
Human Resources	<ul style="list-style-type: none"> • Manage the recruitment, induction, training and supervision of employees. • Co-ordinate all rostering arrangements for employees in accordance with budget and service requirements. • Organise and chair regular staff meetings. • Establish and/or maintains an effective annual performance appraisal system for all employees to ensure skills development needs are identified and addressed. • Liaise with the Training Manager to ensure training is provided in response to identified needs, training records are maintained and training outcomes are evaluated.
Team Work	<ul style="list-style-type: none"> • Abide by the behavioural and ethical standards set down in the TriCare Code of Conduct. • Abide by ground rules established by the team. • Support and encourage the development of team leaders and team members. • Provide teams with constructive feedback regarding performance.

Skills and Knowledge

- Ability to manage the aged care residence and retirement village in a commercially viable manner which supports high quality holistic care for residents, and a co-operative, positive working environment for employees.
- A sound understanding, and demonstrated implementation, of performance management principles.
- Intermediate computer skills, i.e. use of Microsoft Office and electronic rostering.
- Excellent oral and written communication skills.

- Sound understanding of relevant State and Commonwealth legislation as it applies to Aged Care residences and retirement villages (preferred, not essential).
- Sound understanding of, and ability to correctly apply, relevant principles of the Fair Work Act (preferred, but not essential).
- Ability to use and interpret basic accounting principles.
- Able to prepare well-researched, clearly presented reports and submissions as necessary.
- Can critically analyse and evaluate.

Personal/Other Attributes

- Ability to participate actively and constructively within a team.
- Patience and approachability in all dealings with residents, relatives and visitors.
- Able to effectively prioritise.
- Able to accept accountability and responsibility for the operations of the aged care residence and village.
- Flexible approach to working hours.
- Able to meet deadlines and work under pressure.

Key Personnel Requirements

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.

The Facility and Village Manager has responsibilities on behalf of TriCare, but must also comply with their requirements as employees. In carrying out these responsibilities, the incumbent will:

- Act as a role model;
- Ensure that employees and contractors have the information, orientation, instruction, training and supervision to work safely;

- Monitor compliance of WHS legislation and monitor compliance of TriCare's IRM standards;
- Consult with employees and the Injury Risk Management Committee on proposed changes;
- Periodically review the work areas to assess the WHS aspects of the work environment and work procedures to ensure employees and contractors are working safely;
- Review all accident/incident reports to ensure that thorough investigations have been carried out and appropriate controls have been recommended;
- Implement, oversee or manage the risk management system which identifies, assesses and controls hazards; and
- Maintain a safe working environment.

Performance Measures

Performance Appraisal/Quality Performance Improvement Review (QPIR).