

## Position Description – Facility Manager

### Core Detail

<b>Title</b>	Facility Manager
<b>Objective</b>	Effective management of the aged care residence ensuring the delivery of quality care, maintenance of standards, promotion of a positive work environment and acceptable return on investment to shareholders.
<b>Role</b>	This role incorporates responsibility for the management of the aged care residence as an effective, profit generating business unit. All systems, procedures, protocols, practices and employees within the aged care residence are within the scope of the responsibility of this role, including administration, nursing and personal care, environmental services, food services and maintenance.

### Position Parameters

<b>Employment</b>	Full time, permanent
<b>Reporting to</b>	Operations Manager (Aged Care)
<b>Staff directly supervising</b>	All employees at the Aged Care Residence; Maintenance Operator has dotted line report to the Maintenance Manager
<b>Key Relationships</b>	Aged Care Manager, Operations Manager (Aged Care), Group Care and Compliance Manager, Maintenance Manager
<b>Expenditure Limit</b>	\$1,000 (excludes capital items)
<b>Location</b>	TriCare Aged Care Residence

### Detailed Description of the Position

<b>Management Services</b>	<ul style="list-style-type: none"> <li>• Manage human and material resources in a fair, equitable and financially responsible manner.</li> <li>• Contribute to the preparation of the aged care residence's operating budget.</li> <li>• Achieve agreed budgetary targets.</li> <li>• Meet Head Office requirements efficiently and within agreed time frames.</li> <li>• Coordinate services within the aged care residence in liaison with the Clinical Manager.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Demonstrate proactive measures in maximising occupancy levels.</li> <li>• Ensure all required pre-admission details are accurately completed.</li> <li>• Undertake accountability for all payroll and accounting functions.</li> <li>• Maintain sufficient and necessary supplies to meet aged care residence requirements.</li> <li>• Generate monthly updates of the aged care residence' plan for continuous improvement – to ensure compliance with the Aged Care Standards relating to Accreditation Status.</li> <li>• Responsible for the maintenance standards of the buildings and assets at the residence in conjunction with the Maintenance Manager.</li> <li>• Act as a professional role model.</li> <li>• Advise Operations Manager (Aged Care) and other authorised Retirement and Aged Care Division Head Office employees of situations that have an actual or potential risk to the Company.</li> <li>• Ensure that there is management team coverage of the aged care residence across all business hours, ensuring that annual leave and other planned leave do not result in management absences.</li> <li>• Ensure the residence and its operations (policies, procedures and practices) meet all statutory and regulatory requirements.</li> </ul>
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<b>Continuous Quality Improvement</b>	<p>Care/Service provision is subjected to regular objective assessment and subsequent continuous improvement. Performance indicators include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>• Ensure the SIS framework is in place in the aged care residence and that meetings and committees function affectively.</li> <li>• Coordinate the collection of customer satisfaction surveys and take appropriate action when deficits are identified.</li> <li>• Establish and/or maintain an effective annual performance appraisal system for all employees to ensure skills development needs are identified and addressed.</li> <li>• Liaise with the Training Manager to ensure training is provided in response to identified needs, training records are maintained and training outcomes are evaluated.</li> <li>• Conduct quarterly night audits of the aged care residence with the Clinical Manager.</li> </ul>
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**Employee Training and Development**

To assist employees to access the appropriate training to achieve their maximum capabilities, performance indicators include, but are not limited, to the following:

- 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 report back to Training Manager).
- Monitor the mandatory training within the aged care residence.
- Encourage and participate in the training and development of all employees within the aged care residence.

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**Team Work**

Team structure has been adopted within the division to enable equal participation and shared responsibility for functional effectiveness. Performance indicators include, but are not limited to, the following:

- 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.

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**Skills and Knowledge**

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- Ability to manage the aged care residence in a commercially viable manner which supports high quality holistic care for residents, and a co-operative, positive environment for employees.
- A sound understanding, and demonstrated implementation, of performance management principles.
- Up-to-date computer skills, i.e. use of Microsoft Office suite and electronic rostering.
- Excellent oral and written communication skills.
- Sound understanding of relevant State and Commonwealth legislation as it applies to Aged Care residences (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

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

### Key Personnel Requirements

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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

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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 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

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Annual Performance Review.