

POSITION DESCRIPTION

Position:	Community Care Manager
Department:	Community Home Care
Responsible To:	General Manager, Integrated Care Services
Location:	The Lodge
Classification:	Social & Community Services Employees Level 5.1 Social, Community Home Care & Disability Services Industry
Approval Date:	March 2022

Position Summary

The Community Care Manager position contributes to the implementation and maintenance of high standards of Community Home Care within a person centred framework that will exceed consumer expectations.

The role will plan, develop, direct and manage the Community Home Care Services portfolio for Barossa Village, oversee all operational aspects of the community aged care package programs including Home Care, Barossa Home Care and the Commonwealth Home Support Program.

The Community Care Manager will be responsible to grow the portfolio and be integral in developing business development and marketing initiatives to promote Barossa Village.

The philosophy, policy and goals of the Barossa Village Board, the Aged Care Act (as amended) and related instruments and documents including the Home Care Package Guidelines and the Single Aged Care Quality Standards provide the context and parameters for service delivery to Community Home Care Services Clients.

Reporting / Working Relationships

- Reports to the General Manager Integrated Care Services.
- Care Coordinators and Community nursing staffs report directly to the Community Care Manager.
- Directs Community Support staff to support of the Coordinators.
- Liaises with the Service Delivery General Manager regarding home maintenance service requests for Commonwealth Home Support Program Clients.

- Liaises with The Finance Manager and administration staff regarding administrative matters including administrative support and to assist as required and agreed.
- Liaises with the Integrated Care Development Coordinator in relation to supporting our ILU residents in the provision of home support or home care.
- Telephone and face-to-face contact with prospective Clients for Home Care Packages, Commonwealth Home Support Program (CHSP) and Barossa Home Care services when required.

Key Position Responsibilities

1. Liaises with Government Department representatives in relation to allocation of home care packages, funding, DEX reporting and discrepancies and lodgement of documentation and forms.
2. Prepare and maintain records and reports, such as budgets, client information, communicating high risk or high prevalence care related issues or complaints to the Board, usage reports and staffing etc.
3. Direct and support staff members within the Home Care Team to achieve quality outcomes for clients.
4. Evaluate the work of the Home Care Team in order to ensure that programs are of appropriate quality and that resources are used effectively.
5. Establish and oversee administrative procedures to meet objectives set by funding requirements and Senior Leadership Team including, Care Plan Review schedules, client file audits and service delivery.
6. Participate in the determination of organisational policies regarding such issues as eligibility, services and staffing.
7. In conjunction with the General Manager, Integrated Care Services, research and analyse community needs within a person centred framework to determine program directions and goals.
8. At every opportunity, promote Barossa Village Home Care Services and the organisational integrated care philosophy.
9. With support from the Human Resource Manager, recruit, interview and appoint appropriately skilled and trained staff.
10. Assist in the planning and administration of operational budgets for the Community Services programs with the General Manager, Integrated Care Services and allocate resources according to identified needs.

11. In conjunction with the General Manager, Integrated Care Services, analyse proposed legislation, regulations, or rule changes in order to determine how agency services could be impacted.
12. In conjunction with the Quality Coordinator, set up and implement appropriate practices and processes to support service delivery and monitor programs to ensure the programs meet the Aged Care Quality Standards and support staff during the quality review process.

Organisational Responsibilities

- a. Committed to the achievement of the organisations Vision and practice the organisational values, setting an example to others.
- b. Participating in continuous quality improvement activities (CI Plan) to assist in achieving the organisations CI Plan Objectives.
- c. Be an active member of the Leadership Team.
- d. Undertake all mandatory training relevant to the position.
- e. Commit to own professional development plans, including attendance at relevant educational programs and industry sessions as agreed with the Chief Executive Officer.
- f. Assist the Chief Executive Officer to achieve the Strategies as outlined in the 3 year strategic plan.
- g. Any other duties appropriate to the role, as directed by the Chief Executive Officer.

Essential Behaviour criteria

The following competencies outline behavioural requirements:

1. Impact & Influence:

Persuades, convinces or impresses others in a way that results in acceptance, agreement and / or behaviour change; Remains resolute and defends or advocates a point of view that enables achievement of common goals and retention of goodwill.

Functional Level:

- Ensures individuals / team acknowledge and respect the views of others during discussions
- Gathers support from individuals / team or relevant others regarding own idea / position
- Uses experts or other third parties to influence

- Demonstrates an understanding of different communication styles whilst maintaining feelings of goodwill
- Anticipates and prepares for others' reactions / agendas

2. Judgement:

Assesses possible implications of alternative options using experience, Analysis and wisdom. Makes systematic and rational inferences based on relevant information; appropriately considers all viewpoints.

Functional Level:

- Logically evaluates information, identifies salient issues and draws sound conclusions
- Considers multiple sources of information
- Weighs up alternatives according to their likely impact on the team / function
- Identifies the most appropriate action to facilitate the achievement of team goals and business objectives

3. Leading & Motivating:

Inspires others to perform in accordance with clear expectations and goals; Provides direction, feedback and development to individuals and teams; Consistently enables others to achieve their potential.

Functional Level:

- Sets performance goals and expectations and ensure staff perform in accordance to these
- Holds individuals accountable
- Mobilises individuals and / or team to work toward a shared purpose
- Adheres to performance management principles
- Identifies team members' strengths and areas for development
- Fosters the long-term learning and development of team members
- Understands both individual and team motivators
- Uses strategies to boost morale and productivity (e.g., team-building activities, informal recognition, training)
- Helps team members understand and adapt to change

4. Results Orientation:

Strives to meet or exceed standards of excellence;
Sets and reaches challenging personal and business goals;
Achieves goals and meets deadlines despite obstacles;
Perseveres with responsibilities without compromising quality or excellence.

Functional Level:

- Encourages team members to make specific changes in work methods or practices to improve performance
- Encourages team members to seek alternative possibilities when faced with obstacles to ensure project completion
- Ensures team members persevere with responsibilities to ensure task completion
- Streamlines existing processes and procedures to ensure efficient outcomes
- Continually strives to identify and minimise barriers to excellence
- Ensures own and team responsibilities are completed within designated timeframes

5. People Management:

Consultatively establishes developmental goals for others to achieve;

Provides leadership, support, guidance and feedback to enable achievement of performance and development goals;

Actively seeks out, encourages and develops key talent;

Strategically positions talent within the organisation to deliver key business outcomes.

Functional Level:

- Commits time and effort to develop the “right mix” of talent for the business
- Works with team members to develop individual and functional training and development plans
- Identifies and develops potential future leaders
- Works to develop a high performance culture

6. Planning and Organising:

Establishes a course of action for self and / or others to accomplish specific goals;

Schedules and coordinates events, activities and resources in a timely manner;

Actively monitors timescales, plans and resources to manage risk appropriately.

Functional Level:

- Plans and prioritises team activities and deliverables
- Establishes short-term and medium-term plans
- Organises resources and activities to meet short-term and medium-term plans
- Applies foresight and plans for contingencies
- Provides clear instructions regarding the responsibilities and accountabilities of team members
- Works to priorities
- Meets team / functional deadlines

As Workers of Barossa Village we also expect professionalism and excellence in our respective fields.

Essential Criteria

1. A proven leader of people with exceptional communication skills.
2. Able to work with limited supervision, exercising initiative and problem solving skills.
3. Prepared to work as a team member as required.
4. Understanding of Consumer Directed Care principles and how this translates into a day to day operational basis for home care packages.
5. Experience working within a community care environment, with a focus on the provision of aged care services.
6. High level of customer service skills including demonstrated ability working with a broad range of Clients, staff and stakeholders.
7. Understanding of re-ablement and restorative approaches to care for older people.
8. Certificate 4 in Community Services Coordination or similar/relevant qualification.
9. Ability to determine priorities, organise workloads and meet strict time frames.
10. Participate in the Annual Mandatory Immunisation Program.
11. It is the responsibility of everyone at Barossa Village to role model safe work behaviours. This includes but is not limited to; adhering to policies and procedures, ensuring that adequate training has been completed before commencing a task, and identifying, controlling and reporting any incidents/hazards that are observed.

Desirable Criteria

1. Registered Nurse who has current registration with AHPRA.
2. Understanding of the Aged Care Quality Standards and other Government legislation that governs Community Aged Care Services.
3. Understanding of CIM Software and a reasonable knowledge of Information technology principles.
4. Understanding of the person-centred approach and developing person-centred care plans.
5. Understanding of cultural and change management processes.

Manager's Name

Manager's Signature

Date

Employee's Name

Employee's Signature

Date