



POSITION DESCRIPTION

POSITION TITLE:	Service Manager
REPORTS TO:	CEO
DIRECT REPORTS:	Assessment Team, Service Coordination Team, Intake Officer, PAG Coordinators, CHSP, Home Care Package Team
AWARD:	Social, Community, Home Care and Disability Services Award 2010
CLASSIFICATION	SCHADS SACS Level 8

POSITION PURPOSE

This role is responsible to the CEO for the effective and efficient operations and delivery of MHA Care's Home Care Services within Funding Guidelines, the Aged Care Act and budgetary requirements, while achieving optimal quality standards within all legislative requirements.

This will be achieved by effectively leading, motivating and developing teams in the delivery of Consumer Directed Care while enhancing our customers' quality of life, personal well-being, and achieving the strategic direction of the organisation within designated clinical, operational and business frameworks.

KEY ACCOUNTABILITIES & RESPONSIBILITIES

The following description of responsibilities is not exhaustive and may include others as directed from time to time:

Accountability 1: Leadership in Operations and Service Delivery

Responsibilities:

- Oversee the efficient and effective coordination and delivery of consumer directed care to all customers.
- Oversee the efficient and effective operations of the Services Teams within MHA Care
- Provide clinical oversight and leadership to the Services Teams to ensure customers receive safe, effective and appropriate services.
- Promote professional development and lead all staff in the delivery of safe, high-quality care and services.
- Lead and implement a customer-focused service ethos in the organisation that is underpinned by the Statement of Rights.

Accountability 2: Delivery of customer care services

Responsibilities:

- Ensure funding instruments are used effectively and revenue is maximised within service areas.
- Schedule and manage resources in line with approved budgets.
- Effectively plan, monitor and control the utilisation of capital, physical and human resources to ensure that all programs are delivered within budget and delegations.
- Manage and monitor customer care services to ensure they are delivered in line with the:
 - a) Mission and vision of the organisation;
 - b) Policies and procedures of the organisation;
 - c) Aged Care Code of Conduct and Statement of Rights;
 - d) Accreditation standards; and
 - e) Other legislative and regulatory requirements.
- Regularly review and monitor customer documentation to ensure it reflects their current care needs and complies with current legislative, legal and funding authority requirements and outcomes.



-
- Personally undertake learning & professional development activities to ensure currency of knowledge and awareness of contemporary practice.
 - Manage complaints and feedback, ensuring that appropriate actions are taken, documented and evaluated.

Accountability 3: Continuous Quality Improvement

Responsibilities:

- Actively participate in developing and regularly reviewing policies and procedures to ensure that they support quality business, clinical processes, and meet current legislative and regulatory requirements and support the strategic direction of MHA
- Participate in organisational reviews, initiatives, and the development of practice standards and models of service delivery in response to clinical/service issues identified on site or at a corporate level.
- Be responsible for the ongoing implementation and evaluation of practice standards and service delivery
- Promote adherence to MHA Care Limited management systems to ensure continuous quality improvement across all areas including workplace health and safety, human resources, finance, clinical documentation, infection control, staff competencies, etc.
- Ensure processes such as audits and reviews of organisationally endorsed systems and processes are conducted within designated timelines and quality standards.
- Actively participate in the review, development and improvement of these systems from an organisational perspective. To communicate the policies and procedures to appropriate staff while ensuring accuracy in their interpretation and application.
- Actively participate in all activities aimed at the continuous improvement of services.

Accountability 4: Relationship to CEO and Board

Responsibilities:

- Provide a timely, accurate advisory service to the CEO and Board on statutory, community, technical and organisational aspects of the Care Services functions.
- To provide advice and information to enable the Board and CEO to make informed decisions on matters relating to all areas of care service delivery and community relations.
- To action the established policies and procedures of MHA as expressed through Board meetings, the MHA Strategic Plan and Budget.
- Deputise or act on behalf of the CEO as required.

Accountability 5: Human Resources

Responsibilities:

- Provide leadership to the Service Teams and Care Workers, fostering strong team environments which are Safe, Open, Accountable and Respectful.
- To provide input and assistance to enhance the Human Resources function of MHA Care.
- To pursue and coordinate staff development and training programs appropriate to current and future team needs in accordance with relevant legislative requirements
- To ensure that the requirements of the Occupational, Health & Safety Act are known by staff and are diligently applied.
- Ensure that appropriate position evaluations, staff establishment and appraisal procedures are up to date in line with MHA policies and procedures
- Undertake a selection process to recruit staff on merit who demonstrate the skills, attitude, personal attributes and values aligned with MHA's culture and values.
- As required, undertake staff performance and disciplinary management processes in accordance with MHA Care policies and procedures



Accountability 6: Community & Consumer Relationships

Responsibilities:

- Actively seek opportunities to partner in care with community and other services to promote a flexible and responsive workforce and achieve a continuum of care for MHA's customers.
- Participate in relevant organisation committees as required.
- Actively promote the organisation to the community and key stakeholders.
- Network and develop relationships with key community and industry stakeholders as they relate to the organisation and services being delivered (e.g. referrers, client representative groups, other service providers, industry groups and professional bodies).
- Promote and maintain good interpersonal and public relations.

Accountability 7: Organisational Responsibilities

- Participate in the MHA performance review process.
- Observe a workplace culture of continuous quality improvement. This includes evaluating and improving the current office systems and procedures relevant to this role.
- Observe and practice Workplace Health and Safety policies, guidelines and procedures.
- Be an active member of the Senior Management Team
- Prepare and present monthly Service Delivery reports to the Board
- Participate in the preparation of Annual Forecast Budgets
- Prepare and present an Annual report on the Service Delivery area of MHA Care.

CORE BEHAVIOURS

The following Core Competencies are the behaviours expected of an employee or potential employee:

Service Focus

- Is proactive in anticipating client needs where possible.
- Manages operations with a continual focus on the impact of decisions and actions on clients.
- Manages complex client relationships.
- Sets and tracks measures of client satisfaction to continually improve service provision.
- Builds strong relationships with key clients.
- Demonstrates and promotes a quality service culture by consulting and involving clients, colleagues and stakeholders.

Communication

- Creates comprehensive reports or other documents to communicate ideas or concepts related to complex or sensitive issues.
- Presents information persuasively, with skill and power, seeking to influence an audience of critical importance to the Business, profession or discipline (e.g. conference presentation).
- Uses political astuteness to negotiate and reach agreement at a senior level on complex issues

Motivation/Time Management

- Sets challenging and realistic goals and clear measures of success for themselves and their teams.
- Identifies and handles impediments to achieving outcomes.
- Demonstrates personal energy, and enthusiasm for programs and projects.
- Delivers excellent outcomes within deadlines.
- Demonstrates a passion for excellence and celebrates achievements

Flexibility & Adaptation – Change Management

- Provides open leadership and effective communication during change.
- Builds and supports team resilience in changing times.
- Plans change to focus on positive aspects and to minimise negative effects on individuals.



- Maintains clarity and focus on outcomes in turbulent situations.
- Demonstrates willingness to modify a strongly held position in the face of new information.
- Builds a culture of continuous improvement within teams.

Strategic Thinking

- Creates strategic plans to realise organisational goals.
- Anticipates situations in the longer term (3-5 years) and acts to create strategic opportunities and address underlying problems.
- Establishes and maintains business relationships with key stakeholders (government, business, and educational partners) to further the interest of the Business.
- Maintains a clear sense of strategic direction within the international, national, and state contexts.
- Makes sound strategic decisions on the investment of time and money to maximize return on investment for the Business.

Leadership

- Encourages and supports others to take on new challenges and opportunities.
- Works effectively to reduce silos and encourage collaboration across groups.
- Is continually aware of own emotions and manages them effectively to create an effective working environment.
- Lives and promotes the values and goals of the organisation

POSITION SPECIFIC REQUIREMENTS & QUALIFICATIONS

Essential:

- Tertiary Qualifications in a related field i.e. Registered Nursing
- Post Graduate Qualifications in a relevant health-related field i.e. Bachelor of Social Work, Physiotherapy or Nursing.
- Current registration with AHPRA or other professional clinical body with evidence of recent practice.
- Proven management and leadership experience in a care environment for 5+ years
- Current satisfactory Police Check
- Current valid Driver's Licence

Highly Desirable:

- Nursing experience in aged care, community care or a related function
- Demonstrated knowledge of Home and Community Care Services
- Demonstrated knowledge of new Aged Care Act and current reforms

KEY SELECTION CRITERIA

- Proven high level and recent management, leadership and team building skills
- Knowledge of the standards and guidelines for community care, funding instruments and sources relevant to the MHA Care's activities.
- Well developed customer relations skills and commitment to providing quality service and implementing continuous improvement
- Ability to plan work, establish priorities and service standards and delegate effectively
- Ability to effectively resolve conflict situations and deal with difficult people
- Proven staff counselling skills.
- Strong ability to recognise the need for change and to apply sound change management techniques in consultation with the executive and staff
- Strong ability to maintain confidentiality
- Strong problem solving skills
- High personal and professional ethical standards



ACCEPTANCE OF POSITION DESCRIPTION

This position description will be reviewed annually, when the position becomes vacant or as deemed necessary.

EMPLOYEE:

DATE:

MANAGER:

DATE: