Employment

Position Description

**Position: Business Operations Manager**

**Award:** *Lyndoch Living (Health and Allied Services, Managers and Administrative Officers) Enterprise Agreement 2016-2020*

**Responsible to:**

**Classification**: HS8

**Status:** 6 months contract

**Qualifications:** Minimum 5 years’ experience within a Leadership position

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| Position Objective(s) |

* Ensure the effective management of the business service units through responsive customer service and the implementation of performance metrics.
  + - * High level support to the Executive team ensuring innovative and market leading practices, incorporating policy and plan development, process analysis, change management, and project management.
      * The position also provides operational management across to ensure ongoing daily effectiveness within the Kitchen, Domestic Services, Functions & Café Connect. Additionally provide oversite and management of the Lyndoch living commercial gardening services.
      * Provide back fill for the direct reports managers during periods of leave and other absences.

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| Lyndoch Living Vision |

By recognising each person for the individuals they are, we will strive to provide them with the specific services, care and support they need to enjoy a lifestyle that is their own – dignified, engaging, fulfilling and rewarding.

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| The Lyndoch Way |

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, “seven pillars” have been identified.

**One Team**

We value and recognise individuality as a vital part of developing a unified voice.

**Pride**

We support pride and passion in our work and in doing so, we attract others who share our values.

**Welcoming Workplace**

We encourage warm, friendly and respectful interactions across all aspects of our service.

**Yes Culture**

We always start with ‘yes’ in every deliberation.

**Customer Service**

We ensure that customers feel engaged and valued in every interaction.

**Innovation**

We will enhance our services and exceed customers’ expectations, by embracing innovation and fresh ideas.

**Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

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| Key Accountabilities and Responsibilities |

1. **Values**

To align with the values, and vision of Lyndoch Living in all aspects of the role for the provision of quality services, workforce planning, business innovation and a standard of customer service that exceeds expectations:

* Lead by example to foster and develop a working environment that actively promotes a collaborative performance and demonstrates the values in all interactions internally and externally promoting Lyndoch as a leader in delivering integrated aged care services to the local and surrounding communities.

**Consumer focus**

* Deliver high quality services in a safe environment
  + Provide culturally appropriate and responsive services
  + Ensure services provided are based on Lyndoch Living’s model of care and person centred approach
  + Supervision, coordination and delegation of Kitchen, Domestic Services, Functions & Café Connect
* Maintain a highly effective team of staff who focus on high quality care and consumer quality of life.
  + Embed the values of Lyndoch Living
  + Consistently role model expected behaviours
  + Support the Executive Team to embed systems which support staff to achieve high quality care
  + Support, supervise and guide team members including students undertaking work placement

1. **Leadership**

To provide thought leadership that is influential in developing mutual benefits for Lyndoch and staff to optimise our capacity and capabilities for future growth and sustainability.

* Communicate a vision that generates enthusiasm and commitment and recognises and rewards behaviours that align to the vision and value
* Support, develop and lead change management strategies within the service as required in keeping with “best practice.”
* Oversee, analyse and drive performance across Hotel Services and Innovation

1. **Staff and Service Development**

To support Lyndoch Living in facilitating a positive work culture based on accountability and cooperation

* Provide leadership and support for direct reports with supervisory responsibilities, coaching them in managing their teams
* Coordinate staff performance monitoring and feedback.
* Deliver a team that is focussed aligned and engaged:
  + Support staff to align with Lyndoch Living values
  + Work collaboratively with the rest of Lyndoch Living
  + Align with Lyndoch Living’s strategic plan and service direction

1. **Quality, Safety & Risk Management**

To actively participate in organisational quality, safety and risk management programs and adhere to defined service quality standards, Occupational Health & Safety policies and procedures ensuring a safe workplace and environment for staff, residents, clients and visitors.

* To participate in organisational programs for quality and risk management supporting innovation and research.
* To ensure statutory compliance with all relevant regulation and legislation for new and existing business initiatives.
* To take on project portfolios to support the quality services and growth opportunities.
* Contribute to and maintain appropriate policies, procedures and guidelines
* Assist and support the Executive team with consumer feedback/ complaints
* Participate in collecting and benchmarking performance indicators / audits and to implement improvement plans
* Deliver practices which support and maintain accreditation standards

1. **Financial**

* Increase revenue whilst controlling expenses
* Work with the Executive Team to improve efficiencies
* Continuously improve the profile of Lyndoch Living

1. **Key Performance Indicators**

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| **Accountability** | **Indicator/s** | **Measures** |
| Customer focus | 1. Accreditation status | 1. Accreditation achieved/ maintained |
| Financials/Budget | 1. Rostering | 1. Overtime/casual use within established budget 2. Documentation accurate and complete |
| Risk Management | 1. Incident reporting | 1. All incidents recorded on RiskMan |
| Emergency Response Management | 1. Emergency response | 1. Aligned with Emergency Response plan |

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| Organisational Relationships |

**Reports to:** Director Technology, Strategy and Transformation

**Direct reports:** Manager – Kitchen, Manager – Domestic Services – Manager Commercial Gardening

**Internal Contacts:**

**External Contacts:**

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| Specialist Knowledge and Skills |

**The following knowledge and skills are required to be demonstrated:**

* Competence in Microsoft Office suite
* Demonstrate ability to analyse and interpret data and information and act strategically and drive innovation and collaboration.
* Demonstrate high level problem solving and budgeting skills coupled with the ability to work under pressure and promote an innovative workplace culture.
* Proven leader experienced in managing and successfully delivering large scale projects.
* Demonstrate capacity to lead and motivate individuals and teams in a consultative manner.

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| Management Skills |

**The following management skills are required to be demonstrated:**

* Highly developed communication and interpersonal skills including the capacity to negotiate, problem solve, resolve conflict and positively influence and motivate others in a significant environment of reform and change.
* The ability to lead, foster and develop a working environment which actively promotes a collaborative performance and values-based culture.
* Communicates a vision that generates enthusiasm and commitment.
* Demonstrate verbal and written skills including the provision of a range of reports and business cases.
* Excellent organisational and time management skills and ability to meet deadlines without compromising accuracy.

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| Interpersonal Skills |

**The following interpersonal skills are required to be demonstrated:**

* To be confident, self-directed and professional at all times.
* To be committed to ongoing personal and professional development.
* The ability to manage conflicting priorities and deadlines whilst managing stakeholder expectations
* The ability to communicate effectively in both written and verbal forms, with well-developed analytical skills.
* Excellent communication and interpersonal skills including proven ability to deal with a diverse range of people.
* A positive approach to change and diversity with an aptitude for being an effective leader as well as being a valuable member of the team.

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| General |

* Conduct work in line with all relevant OH&S legislation and in accordance with organisational policies and procedures.
* Participate in quality activities within the work area to improve the efficiency of the Department.
* Participate in relevant training to ensure continued professional development for the betterment of the organisation.
* There is an expectation that the role will include direction to perform other duties that must be reasonable in relation to the employee’s skills and abilities.

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| Agreement |

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by terms and conditions stipulated therein.

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| Name (Please print) | |
| Signature | Date |

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| Authorised by: |  |
| Date: |  |

Appendix 1

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| General Conditions of Employment |

**Terms and Conditions of Employment**

The conditions of employment are in accordance with the relevant Award and Agreement to which you are employed under. Copies of Awards and Agreements are available from the Human Resources Department.

**Performance Review**

In order to assist your development in your role, your manager and you will annual review your personal effectiveness in your role.

The performance review is a formal means of receiving feedback on your performance and of discussing training, development and career opportunities.

**Probationary Period**

This position is subject to a six (3) month probationary period during which time mutual suitability will be determined. During the probationary period either party may terminate the employment by giving two weeks’ notice in writing.

At the expiration of the probationary period, should the appointment be confirmed, the terms of the Position Description and these Conditions of Employment will continue to apply to your employment.

**Termination**

Employment may be terminated in accordance with the provisions of the relevant Agreement.

**Policy and Procedures of the Employer**

The Employer directs you to abide by the policies and procedures of the Employer as varied from time to time.

**Apparel and Equipment**

You are required to use/wear safety equipment and apparel provided to you by the Employer and to abide by all the Employer’s safety rules and regulations.

**Notification of Prior Injury**

Under the Accident Compensation Act 1985, the Employer requires you to disclose all pre-existing injuries and diseases which you foresee could be affected by the nature of your employment. Failure to do so may render you ineligible for Workers’ Compensation in some circumstances. You are required to complete and return the Pre-injury Declaration Form as attached.

Appendix 2

Pre-existing Injury Declaration Form

**Please complete and return with your Application for Employment**

In accordance with s.82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) (“the Act”), you are required to disclose any or all pre-existing injuries, illness or disease (pre-existing conditions) suffered by you which could be accelerated, exacerbated, aggravated or caused to recur or deteriorate by your performing the responsibilities associated with the employment for which you are applying with Lyndoch Living Inc (“the employment”)

In making this disclosure, please refer to the attached position description, which includes a list of responsibilities and physical demands associated with the employment.

Where you have a pre-existing condition, consideration will be given to reasonable modification to the environment or tasks if at all possible or practicable.

Please note that, if you fail to disclose this information or you provide false and misleading information in relation to this issue under s.82(8) and s.82(9) of the Act you and your dependents may not be entitled to any form of workers compensation as a result of the recurrence, aggravation, acceleration, exacerbation or deterioration of a pre-existing condition arising out of, in the course of, or due to the nature of your employment.

Please note that the giving of false information in relation to your application for employment with Lyndoch Living Inc. may constitute grounds for disciplinary action including termination of your contract.

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| Employee Declaration |

I (print name) declare that:

I have read and understood this form, position description and have discussed the employment with Lyndoch Living Inc. I understand the responsibilities and physical demands of the employment.

I acknowledge that I am required to disclose all pre-existing conditions which I believe may be affected by me undertaking the employment.

I acknowledge that failure to disclose the information or providing false and misleading information may result in invoking section 82(7)-(9) of the *Accident Compensation Act* 1985 (Vic) which may disentitle me or my dependents from receiving any workers compensation or any pre-existing condition which I may have arising out of, in the course of, the employment.

Please delete whichever of the following statement is **NOT** applicable

I have suffered no prior injuries that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

**OR**

I have suffered the following conditions that may recur or deteriorate, accelerate or be exacerbated or aggravated by the employment.

**Please list details for all pre-existing conditions**

I acknowledge and declare that the information provided in this form is true and correct in every particular.

Applicants Signature Print name of Applicant

Witness Signature Print name of Witness

Date Date

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| **Office Use Only**  Additional Comment/ Requisite Modifications  (To be completed by Senior Manager/ CEO) |