

Employment

# Position Description

<b>Position:</b>	Facility Manager – May Noonan Centre
<b>Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
<b>Classification:</b>	As per Enterprise Agreement
<b>Status:</b>	As per Contract of Employment
<b>Qualifications:</b>	Tertiary qualification in Business, Management or equivalent Minimum 3 years' experience in a leadership position

## Position Objective(s)

This position has responsibility for performance and is a key member of the management team who role models the core values of the organisation, and provides outstanding and effective leadership, coordination and management of others. The Manager, promotes and supports excellence in consumer care and service, and in collaboration with the Director of Nursing (DON), supports education to advance excellence in care, promotes the development of all staff and ensures the philosophy of best practice is consistently reflected.

The position is required to develop strong relationships with key stakeholders both within Lyndoch Living and externally. Strong leadership and change management skills are essential to implement/support new models of care that ensure streamlined and effective access to services, service delivery and coordinated care.

This position requires the achievement of all performance targets, provision of professional leadership and ensuring the provision of high quality consumer outcomes. In addition, this role is responsible for:

- facilitation of education opportunities,
- the effective management of complaints,
- skilled input into ACFI processes for funding submissions.

## Lyndoch Living Vision

By recognising each person for the individual 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.

## The Lyndoch Way

To support a positive work environment and culture that we believe will best fit the future we are strategically planning for, "nine 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.

**Consumer Service**

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

**Innovation**

We will enhance our services and exceed consumers' expectations, by embracing innovation and fresh ideas.

**Fun and Enjoyment**

We recognise that fun and enjoyment are critical to success.

**Social Purpose**

Through the social conscience of the staff and consumers we actively engage with causes that impact the local community.

**Safety**

We actively promote safety and wellbeing through the provision of innovative and high quality training, monitoring of risk, and compliance, with OHS regulations.

## 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 and a standard of consumer service that exceeds expectations.

- Lead by example to foster and develop a work environment that demonstrates the values in all interactions internally and externally.

**2. Leadership/Management**

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

- Provide leadership and supervision and act as a resource to staff
- Effectively implement and manage organisational change
- Ability to debate, negotiate, resolve conflict, and handle sensitive and complex issues
- Ensure consumer complaints are investigated and managed according to Lyndoch Living policies and procedures
- Inspire individuals and groups to achieve personal and organisational professional goals

- Promote a culture of innovation, optimism, innovation, encouragement, learning and creativity
- Set directions and provides support to achieve agreed targets, improved efficiency and consumer experience.

### **3. Financial and Resource Management**

- Increase revenue whilst limiting expenses
  - Maintain rosters within budget allocations
  - Embed funding tool processes to maximise ACFI
  - Maintain operational budgets
  - Maintain occupancy levels
- Work with Operational and Executive levels to improve efficiencies
- Continuously improve the profile of Lyndoch Living
  - Implement and follow through with improvement plans
  - Engage with key stakeholders
- Monitors and reports Key Performance Indicators (KPI's) for May Noonan Centre by Lyndoch Living.

### **4. Quality, Safety & Risk Management**

- Ensure compliance with Aged Care Quality Standards
- Demonstrate commitment to developing, promoting and progressing continuous quality improvement initiatives
- Ensure delivery of safe and effective consumer centred care
- Identify risk issues and areas for improved service and outcomes and provide reports as required to the executive and quality committees
- Ensure that relevant data is collected, analysed and used to improve care outcomes
- Recognise and manage risk, ensuring that actions are taken to prevent and minimise harm to consumers and the healthcare workforce
- Participate and cooperate in consultative processes to improve health and safety and reduce risk to the safety and well-being of staff
- Support and enable staff to participate in quality and safety activities throughout the organisation
- Ensure adherence to organisational standards and required education including but not limited to Infection Control, Hand Hygiene, and Occupational Health and Safety
- Contribute to policy and procedure development.

### **6. Human Resources**

- Manage the workforce for the future through effective recruitment, retention, recognition, rostering and development strategies
- Participation and commitment to succession planning
- Ensure there are effective consultation and communication processes in place to facilitate excellent flow of information
- Provide leadership, supervision and support for staff including regular performance enhancement and management, professional training and development, and education opportunities
- Promote a culture of continuing education for staff including ensuring appropriate supervision and training for students
- Facilitate and encourage staff attendance at appropriate programs and forums
- Effectively manage staff leave liability including strategies to reduce rates of sick leave and excess accumulated annual leave.

## 7. Professional Practice

- Maintain a record of Continuing Professional Development (CPD) as per NMBA requirements
- Provide support to the development and implementation of workforce plans including contributing to the development of new & emerging roles and scope of practice for existing roles
- Explore new opportunities, innovations and directions to improve consumer care into the future
- In keeping with organisation policy and procedure respond accordingly in the event of a: -
  - Fire
  - Evacuation
  - Bomb/arson threat
  - Physical
  - Medical emergency
  - Internal disaster
- Demonstrate proficiency in emergency response management in relation to code red through an annual competency assessment

### Key Performance Indicators

<b>Accountability</b>	<b>Indicator/s</b>	<b>Measures</b>
Values	1. The Lyndoch Way	1. Alignment with The Lyndoch Way
Leadership/ Management	1. Feedback 2. Organisational culture	1. Complaints addressed as per policy requirements 2. Engagement and alignment survey results
Financial and Resource Management	1. Budget variances 2. Rostering 3. ACFI	1. Budget results within +/- 5% variance 2. Within established budget 3. ACFI income per resident at/above target
Quality, Safety & Risk Management	1. Accreditation status 2. Consumer surveys 3. Audit results 4. Incidents 5. WorkCover claims resulting from policy/procedure non-compliance	1. Accreditation status maintained 2. Consumer experience rating > 80% 3. Scheduled reporting targets met 4. All incidents reported 5. Reduction in ISR 2 incidents 6. 0 (zero)
Human Resources	1. Rostering 2. Recruitment and retention	1. Overtime/casual use within established budget 2. Staff turnover 3. Sick leave 4. Orientation and probation review requirements maintained 5. Performance Improvement Plans

Professional Practice	<ol style="list-style-type: none"> <li>1. Professional development</li> <li>2. Emergency response</li> </ol>	<ol style="list-style-type: none"> <li>1. Completion of ongoing professional development training/education</li> <li>2. Aligned with Emergency response plan</li> </ol>
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## Organisational Relationships

- Reports to:** Director of Nursing
- Supervises:** All staff
- Internal Contacts:** All staff, residents, clients, families
- External Contacts:** Members of the public, contractors, service providers

## Specialist Knowledge and Skills

The following knowledge and skills are required to be utilised:

- Demonstrated ability in motivating the team towards “best practice” in accordance with the organisation mission and values.
- Ability to maintain standards of care.
- Demonstrated knowledge and experience in the provision of contemporary practice.
- Up-to-date knowledge of Accreditation Standards and ACFI funding processes
- Knowledge and experience with iCareHealth is an advantage.

## Management Skills

The following management skills are required to be utilised:

- Demonstrated experience in effectively managing organisational change initiatives.
- Sound conflict management and resolution skills.
- Demonstrated knowledge and experience in staff relations, including the ability to respond accordingly to situations which may have potential for industrial action.
- Demonstrated ability to lead, manage and develop teams consistent with the services philosophy.
- Demonstrated ability to address/solve operational problems or issues within the scope and expectation of the role.

## Interpersonal Skills

The following interpersonal skills are required to be demonstrated:

- Demonstrated ability to make appropriate decisions in line with legislative boundaries and organisational policy and procedures and communicate effectively.
- Excellent verbal and communication skills able to facilitate the integration of services with medical and allied health resources to promote an effective multi-disciplinary approach to care.
- Excellent communication and interpersonal skills including demonstrated experience in liaising with wide range of stakeholders.

## 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

## 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.

Name (Please print)	
Signature	Date

Authorised by: Acting Director of Nursing

Date: May 2022