



POSITION DESCRIPTION

Care Manager (FTE 1.0)

1. POSITION OBJECTIVES & SCOPE

The Care Manager is responsible for providing professional leadership and operational oversight of clinical, care and activities of daily living services in Banksia Lodge. The Care Manager works with residents, staff, families and external health providers to deliver safe, high-quality, evidence-based and person-centred care that upholds the rights, dignity and choices of older people and promotes wellbeing, connectivity and reablement.

The Care Manager works collegially and collaboratively with the Administration & Domestic Services Manager (ADSM) to ensure continuity and functionality between management portfolios in Banksia Lodge.

The Care Manager leads the clinical team, supported by senior Registered Nurse (RN) staff and the Funding Care Coordinator (FCC) and is accountable for clinical governance, continuous improvement, capability growth and compliance with the Aged Care Act 2024, Strengthened Aged Care Quality Standards and internal standards for performance, service and quality.

2. REPORTING

The position of Care Manager reports to the CEO.

3. DUTIES & RESPONSIBILITIES

3.1 Clinical and Care Leadership

- Lead, direct and support the clinical and care teams to deliver safe, effective and person-centred care that upholds the model of care
- Foster a positive workplace culture built on respect, collaboration and open communication
- Mentor and coach nursing and care staff
- Promote ethical decision-making and professional accountability
- Establish and/or review policies and procedures for the delivery of clinical and care services

3.2 Care Governance

- Monitor, interpret and act on clinical quality indicators
- Establish, monitor and support systems for clinical and compliance audits and quality reviews
- Review and investigate clinical incidents, report as required and identify opportunities for systemic improvements
- Monitor infection prevention and control practices
- Ensure medication management systems are safe and compliant
- Ensure the integrity of resident care management software and systems
- Monitor restrictive practices to ensure they are compliant, proportionate and least restrictive
- Prepare and present reports for Care Governance and participate in governance committee and quality meetings
- Ensure systems for identifying clinical risks are functional and emergent or changed risks are managed appropriately

3.3 Activities and Daily Living

Main Activities

- Work with the Activities Supervisor to design, implement and monitor an appropriate and person-centred program of activities and events
- Ensure that activities staff are completing surveys and recording resident participation in care documentation

3.4 Staff Management

Main Activities

- Work with Roster Supervisor (RS) and Human Resource Manager (HRM) to ensure adequate, properly trained, staffing resources in support of operational requirements across clinical, care and activities portfolios
- Interview and select staff
- Staff supervision and leadership
- Establish, monitor and review systems for staff management, allocation and communication
- Work with ADSM to ensure functional integration and workplace harmony between, and consistent stable leadership across, operational departments
- Conduct performance reviews and respond to performance and behavioural breaches in a timely and proactive manner and in accord with policy framework
- Monitor completion of mandatory training
- Engage with and support internal strategies for workforce retention, reward and recognition
- In conjunction with HRM and Clinical Nurse Educator (CNE) contribute to induction, orientation and educational programs
- In conjunction with RS review and authorize timesheets and applications for leave

- Promote a safe and healthy work environment being responsive to risk identification and minimization of workplace injuries

3.4 Administration

Main Activities

- Participate in and contribute to planning, budgeting and operational target setting activities
- Work with Funding & Care Coordinator (FCC) to ensure timely submission of resident funding applications (AN-ACC)
- Communicate effectively with management team, uphold and adhere to the Management Code of Conduct
- Identification and response to complaints, feedback and opportunities for improvement
- Work with ADSM to effectively and jointly administer the cohesive and effective management of Banksia Lodge
- Maintain access to government portals ensuring timely submission of statutory reporting requirements, including the Serious Incident Reporting Scheme (SIRS)

3.5 External Bodies

Main Activities

- Liaison with external stakeholders including Local Health Network, Single Assessment System (SAS), AN-ACC, community service providers, allied health and other residential aged care providers.
- Work in consultation with senior management to liaise with government authorities such as Department of Health and Aged Care and Australian Aged Care Quality and Safety Commission, NSW Department of Health

3.6 Professional Development

- Undertake professional development including attendance at training, seminars, local network meetings to maintain sector related knowledge and registrations and professional accreditation

3.7 Other Duties

- Other duties as requested or required from time to time in accordance with the scope of the position, employee's skill level and classification under the relevant Award or Agreement

4. KNOWLEDGE SKILLS & ATTRIBUTES

4.1 Knowledge

- Working knowledge of the Aged Care Act 2024, particularly as it relates to the Strengthened Aged Care Quality Standards
- An understanding of the AN-ACC framework
- Working knowledge of Microsoft office and ability to use and administer sector specific software

4.2 Skills

- Excellent communicator across a diverse stakeholder group
- Proven leadership skills in a care environment
- Exercise good and consistent judgement, even in high-pressure environments

4.3 Attributes

- An enthusiasm and passion for aged care
- Willingness to take affirmative action to identify and resolve problems and to achieve continuous improvement
- Hard working, calm under pressure and sets an example for others to follow

5 QUALIFICATIONS, EXPERIENCE & OTHER REQUIREMENTS

5.1 Qualifications

- Registered Nurse

5.2 Experience

- Experience in an aged care and/or acute care setting including experience in staff management and leadership, risk management and care provision to elderly people with a commitment to high quality clinical and care services

5.2 Other Requirements

- Successfully pass a Police check and maintain professional suitability
- Successfully pass a Physical Assessment and maintain physical ability to perform inherent duties of role
- Maintain current Professional Registration (APHRA)

6 WORKING CONDITIONS

6.1 Hours of Work

76 hours per fortnight – full time permanent

Work will generally be performed between the hours of 8am and 5pm, Monday to Friday. Due to the nature of Banksia Villages' business, the Care Manager may be required to work outside these hours to meet operational demands, at times with short notice, and or via telephone support.

6.2 Award/Industrial Instrument

Remuneration and working conditions will be in accordance with the Banksia Village NSWNMA and HSU Enterprise Agreement 2023.

An individually tailored employment contract will be negotiated.

7 PERFORMANCE MANAGEMENT

Performance management is a critical component in aligning individual performance and behavior with company goals and values. Performance management sessions allow a formal and objective opportunity to communicate on all matters relating to the position. This process provides the employee with feedback on individual performance and allows an opportunity to communicate directly with management.

See the performance management policy for further information on the objectives of performance management and the process that is followed.

Performance Measurement

The following table lists the key areas of performance that will be assessed.

Key Performance Area	Key Performance Indicator	Example
1. Leadership, communication and affirmative action	1. Leadership	The provision of leadership to senior staff, through engagement, visibility and consistent, committed managerial presence.
	2. Communication	Respectful, consistent and effective communication across all stakeholders, with a focus on following up on complaints, feedback and concerns.
	3. Affirmative Action	Identification of, and willingness to proactively address, problems and opportunities for improvement.
2. Delivery of Care and Quality	1. Clinical Care	Delivery of quality, proactive, best practice clinical care that is consistent with organisational standards and the model of care.
	2. Compliance	Implementation, review and monitoring of compliant policy, practice and performance.

3. Management of Staff	1. Maintain appropriate levels of clinical, care and activities staff for resident needs 2. Support of Clinical Leadership team 3. Staff activities are compliant with policy and standards. 4. Work, Health & Safety incidences	Work with supervisory and management staff to plan, implement and monitor staffing resources required to meet operational performance goals. Provide effective support, guidance, review and feedback to Clinical Leadership team and FCC to meet performance objectives. Ensure that staff training, education, performance and behaviour is monitored and staff receive appropriate supervision, guidance and support. Proactively monitor staff health and safety performance and procedures in context of operational activities and dynamic environments.
4. Management	1. Key management relationship 2. Management team	Work cohesively with ADSM to achieve consistent stable and effective management presence in Banksia Lodge. Engage with other management staff to ensure communication, engagement and cohesive managerial outcomes. Act in accordance with the Management Code of Conduct.
5. Employee Behavior	1. Company values and strategy	Act in accordance with and promote company values and strategy.

Assessment

File notes will be recorded (for good and poor performance) throughout the assessment period and referred to when the formal assessment is completed. Only a member of management may complete a file note relating to this position.

Assessments will be conducted by the CEO. The review meeting will be conducted in accordance with approved performance management policy.

Review Cycle

Performance will be reviewed after an initial period of employment of 3 months, then at 12 month intervals.

8 REVIEW

This Position Description is a working document and is subject to continual review. The employee will be involved in any review process and entitled to contribute to and/or question any proposed changes before implementation.