

General Manager

Introduction

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Scope

This position description applies to the General Manager.

Definitions

Not Applicable.

Policy

Role Description

The General Manager is responsible for managing the day-to-day operational, personnel and associated matters at the facility. Key responsibilities of the position are to ensure that all professional care and ancillary support services are delivered in accordance with the organisation objectives, policies and procedures; and to ensure that the facility is managed and maintained within the approved budget, formal accreditation standards, compliance requirements and reporting requirements.

Reporting Relationship

On a day to day basis this position shall report to the Residential Operations Manager.

Indirect reports shall include other executive management representatives.

Qualifications & Experience

Essential:

- Successful completion of a minimum Bachelor Degree in Nursing (RN) for Tasmanian based facilities.
- Successful completion of a minimum Degree in Nursing (EN) for Victorian based facilities.
- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- Minimum 3 years experience in residential aged care.
- Working knowledge of the requirements of the Quality Agency Standards, Specified Care and Service Principles of the Aged Care Act, Documentation Standards, Residents Rights, Aged Care Funding Instrument and other relevant legislation, regulations and codes of practices.
- Well developed communication skills.
- Sound clinical knowledge and skills in accordance with contemporary practice.
- Current National Police Certificate (or ability to acquire).

Desirable:

- Previous nursing management experience.

Key Duties & Responsibilities - Site Based Management & Compliance

- Ensure the delivery of quality resident-focused care and ancillary support services at the facility.
- Promote the facility and services to potential residents and their families.
- Ensure all work undertaken within areas of accountability comply with the organisation's mission, vision, core values, policies, procedures, codes of conduct, legislative/regulatory requirements and recognised accreditation standards, including the Aged Care Act 1997 (Commonwealth) and the 'quality of care' principles.
- Ensure that the facility operates in accordance with specified quality improvement systems, including: conducting regular audits to identify areas of improvement; contributing to the preparation of report submissions and quality review processes; and, ensuring compliance with accreditation standards and other required legislation in accordance with the organisation policy and procedures.
- Comply with mandatory reporting requirements in accordance with legislation and the organisation policy and procedures.
- Manage the admission of residents and conduct consultation with residents and their families as required.
- Be contactable out of normal business hours for staff to contact in the case of an emergency or other related matter. This task can be shared between the General Manager and Care Manager (if applicable).
- Carry out such other duties as may be reasonably required in your position.

Key Duties & Responsibilities - Participation & Contribution

- Work in conjunction with the Managing Director, Chief Operating Officer, People and Culture Manager, other General Managers, medical and health professionals, the Department of Social Services, ACAT, community groups, and service networks to ensure an integrated and coordinated approach to service delivery.
- Contribute to general management meetings and strategic planning.
- Participate, as required, in relevant professional development and mandatory training.

Key Duties & Responsibilities - Financial Management

- Ensure that the facility's projected income is achieved in accordance with approved budgets by managing resident profiles, ACFI assessments, bond levels and other areas within the positions control.
- Ensure that expenditure across all areas of accountability is in accordance with approved budgets and delegated authority levels.
- Contribute to funding submissions and ensure funding streams such as ACFI are used to best effect, particularly in relation to the allocation and rostering of employees.
- Prepare timely and accurate reports as required at the direction of the Managing Director.
- Ensure prompt lodgment of ACFI and Medicare returns.

Key Duties & Responsibilities - People Management

- Ensure the implementation and compliance of the organisation policies, procedures and management systems including, but not limited to: conducting employee performance appraisals; supporting employee professional development and organising and ensuring employees attend mandatory educational and training programs to maintain their professional accreditation and their ongoing professional development.
- Ensure rostering and leave arrangements are structured to ensure that the facility is adequately staffed and appropriate skill levels are considered.
- Ensure all direct employee reports are made aware of their policy, legislative and other relevant compliance obligations from the commencement of their employment with the organisation.
- Ensure contractor and volunteers are made aware of their policy, legislative and other relevant compliance obligations from the commencement of their service with the organisation.
- Conduct regular meetings with workgroups such as nursing employees, service employees and catering employees to discuss relevant workplace issues.

Performance Outcomes

- Evidence of the delivery of quality resident-focused care and ancillary support services at the facility
- Evidence of compliance with mandatory reporting requirements in accordance with legislation and the organisational policy and procedures.
- Evidence of participation in relevant professional development and mandatory training
- Evidence that the facility's projected income is achieved in accordance with approved budgets by managing resident profiles, ACFI assessments, bond levels and other areas within the positions control
- Evidence that all direct reports receive appropriate training to support their understanding of and compliance with key workplace policies, including workplace health and safety, to enable them to meet their compliance obligations and minimise workplace health and safety incidents.

Selection Criteria

1. Demonstrated managerial experience in the aged care sector, or the ability to gain comprehensive understanding of operational service delivery, policy and compliance requirements in the aged care sector.
2. A good working knowledge of the Aged Care Act 1997, relevant legislative requirements and the application and operation of quality accreditation systems in the aged care sector.
3. A working knowledge of the funding requirements of government and other funding authorities.
4. Experience with contributing to preparing, managing and reporting on operational budgets.

5. Experience in leading people through organisational change, motivating employees and dealing with employee performance management.
6. Empathetic, client-focused approach to service delivery and the ability to relate to the elderly.
7. Well developed communication and relationship management skills
8. A pragmatic and outcome focused approach to problem solving.

Mission, Vision and Values

It is a condition of employment that each employee will, at all times, uphold our organisation's mission, vision and values:

- **Mission:** To care for the elderly in our communities in an environment of respect, value and belonging.
- **Vision:** A world where the elderly feel respected, valued and enjoy a quality of life.
- **Values:** **Respect:** Treat all people with fairness and dignity. **Care:** Look after and protect the elderly, and each other. **Teamwork:** Encourage, cooperate and build trust. **Courage:** Do the right thing, even when it's difficult. **Integrity:** Be open, honest and trustworthy. **Innovation:** Think differently to solve problems. **Excellence:** Drive quality to continuously improve.

Professional Conduct

- Unless directed otherwise, perform the duties of the position according to the organisation's policies and procedures, as varied from time to time.
- Comply with all reasonable and lawful requests or directions given by the organisation.
- Promote the organisation's values, reputation and integrity.
- Ensure a high standard of personal appearance and conduct: that is, clean, neat, tidy, punctual, and respectful language and manner toward residents, visitors and other employees.
- At NO TIME must information related to a resident, family or other employee be discussed with anyone other than the relevant individual or professional providing care.
- Ensure a flexible and enthusiastic attitude toward undertaking a variety of tasks, and demonstrated commitment to ongoing quality, with a team approach is expected.
- Report all incidences of suspected or actual abuse of residents and participate fully in the investigation of such incidences. This includes but is not limited to physical, sexual, financial, verbal or emotional abuse.
- Nursing employees must, at all times, adhere to the Australian Health Practitioner Regulation Agency's codes and guidelines for nurses.

Workplace Health & Safety

- Perform the duties of the position according to applicable workplace health and safety legislation and regulations by complying with the organisation's policies and procedures.
- Participate in the identification, risk management and infection control programs and contribute to a clean, safe and healthy work environment to ensure the safety of residents, visitors, other employees and self.
- Report immediately, any equipment or situation which is hazardous, or has the potential to be a safety issue.
- Participate in problem solving processes to resolve workplace health and safety and infection control issues.

Quality Improvement

- Provide competent care in accordance with the organisation's policies and procedures, and legislative requirements relevant to the role.
- Complete an Improvement Form when there is an identified need to improve.
- Actively participate and contribute to quality activities which promote quality improvement to care provided, such as, follow up of Improvement Forms, attendance at staff meetings, ongoing education, internal assessments, review of procedures, and evaluation of new products and equipment.

Ongoing Education & Development

- Attend annual mandatory training as required by the organisation, including but not limited to, manual handling, emergency procedures, and infection control.
- Participate in non-mandatory training as provided from time to time at the facility or via the Aged Care Channel online.
- Regularly read work emails and staff notice boards at the facility to remain up-to-date with the organisation's communication including staff memos.
- Membership of relevant professional groups and or associations is recommended.
- The organisation is committed to a program of on-going performance appraisals for each employee. Each employee is required to undertake performance appraisals as required by the organisation.
- Work toward annual training objectives following annual appraisal to ensure skills and knowledge remain up-to-date to fulfill role.

References/Resources

Not Applicable.