

Residential Operations Manager

Introduction

This is the position description for the Residential Operations Manager.

- [Introduction](#)
- [Scope](#)
- [Definitions](#)
- [Policy](#)
 - [Role Description](#)
 - [Reporting Relationship](#)
 - [Qualifications & Experience](#)
 - [Key Duties & Responsibilities - Operational Management](#)
 - [Key Performance Indicators](#)
 - [Selection Criteria](#)
 - [Mission, Vision & Values](#)
 - [Professional Conduct](#)
 - [Workplace Health & Safety](#)
 - [Quality Improvement](#)
 - [Ongoing Education & Development](#)
- [References/Resources](#)

Scope

This position description applies to the Residential Operations Manager.

Definitions

Not Applicable.

Policy

Role Description

The Residential Operations Manager is responsible for providing clinical governance and operational oversight to each residential aged care facility. Aligning with the strategic plan and expectations of Respect, the Residential Operations Manager will be responsible for identifying and improving existing processes as well as conducting future planning for ongoing growth.

Reporting Relationship

On a day to day basis this position shall report to the Chief Operating Officer ("COO").

Qualifications & Experience

Essential:

- Relevant Tertiary qualification in Nursing.
- Current registration with the Australian Health Practitioner Regulation Agency (AHPRA).
- Current Drivers License and ability to regularly travel.
- Current National Police Certificate (or ability to acquire).

Desirable:

- Experience in residential aged care.
- Proven experience as a Residential Aged Care Manager or relevant role.
- Aptitude in decision-making and problem-solving.
- Excellent interpersonal and public speaking skills.

Key Duties & Responsibilities - Operational Management

- Oversee, monitor and identify improvements of daily facility operations.
- Identify under-performing facilities and initiate improvement strategies.

- Provide leadership and support to General Managers.
- Ensure best quality of care and quality standards are continually met, including liaising with the Aged Care Quality and Safety Commission when required.
- Ensure each facility provides a safe and healthy work and living environment and our obligations to do so are maintained.
- Provide input into policy development, in conjunction with the Executive Management Team.
- Relieve General Managers during periods of extended absenteeism or vacancy, as and when required.
- Ensure accuracy and timely provision of internal reports.
- In conjunction with the COO, Quality Manager and General Managers, identify and initiate continuous quality improvements.
- Monitor resident occupancy at each facility and implement strategies to improve occupancy when required.
- Monitor facility ACFI trends and identify and implement areas for improvement.
- Oversee and manage facility expenses as required.
- Manage internal and external complaints in conjunction with the Executive Management Team.
- Facilitate staff performance management when required, in conjunction with the Human Resources Manager.
- Manage personnel levels and rosters appropriate to the overall operation of each facility.
- In conjunction with the COO, oversee and manage the use of external service providers including allied health professionals and agency staff.
- Oversee and manage volunteer hours and ensure minimum engagement standards are met.
- Manage excessive staff leave and implement strategies for continual improvement.
- Assist the COO in overseeing the organisation's achievement and maintenance of a satisfactory competitive position within the industry.
- Keep the COO fully informed in a timely manner of any serious operational or clinical related matters.
- Keep the Human Resources Manager fully informed in a timely manner of any serious human resources and workplace health and safety related matters.
- In conjunction with the COO, oversee major project and building development.
- Maintain a positive and ethical work culture that is conducive to attracting, retaining and motivating a diverse group of top-quality employees at all levels.
- Perform other functions as may be requested by the COO or members of the Executive Management Team.

Key Performance Indicators

- Each facility is operating within established KPIs as set by the Executive Management Team.
- Occupancy levels at each facility are maintained at or above budget and each facility has a suitable waiting list.
- Operational expenses are within approved monthly budgets.
- Zero agency staff utilised.
- Zero avoidable lost time incidents.
- Compliance with Aged Care Quality Standards.
- Complaints are managed appropriately and in a timely manner.

Selection Criteria

1. Proven ability to develop and maintain organisational and operational systems to ensure high-quality service delivery to consumers.
2. Ensuring compliance with the relevant quality standards and maintain accreditation at each facility.
3. Well developed leadership skills that work create and maintain a culture of continuous improvement.
4. Actively engaging with community stakeholders to strengthen local connections and manage cultural sensitivities in service delivery.
5. Tact and diplomacy and strong representational skills in a promotional and service delivery context.
6. Strong senior level written and verbal communication skills with an impeccable attention to detail, including the ability to interpret and respond to government requirements.

Mission, Vision & 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.