

Job Description			
<b>Job Title: Site Operations Manager</b>			
<b>Role Purpose</b>	The Site Operations Manager is accountable to the Senior Manager, Aged Care for the effective and efficient management of all aspects of the aged care facility. Through sound leadership and management processes, the SOM will ensure all residents receive quality care and enjoy quality of life appropriate to their individual needs and preferences. The SOM will ensure that facility operates within budget and that ACFI assessments accurately reflects resident acuity to maintain rosters of appropriate staff numbers and skill levels. The facility will meet all relevant statutory and legislative requirements.		
<b>Reports to:</b>	Senior Manager, Aged Care	<b>Direct Reports:</b>	N/A
<b>Business Unit:</b>	Aged Care	<b>Award Level:</b>	Above Award
<b>Office Location:</b>	UnitingSA Aged Care Facilities	<b>HR Approval Date:</b>	October 2020
<b>Internal Relationships:</b>	<ul style="list-style-type: none"> <li>All Site Staff</li> <li>Corporate Aged</li> <li>Care Team</li> <li>Aged Care</li> <li>Finance</li> </ul>	<b>External Relationships:</b>	<ul style="list-style-type: none"> <li>External Bodies</li> </ul>
Person Specification (Knowledge, Skills and Experience)			
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>Registered Nurse (Division 1) with Australian Health Practitioner Regulation Agency</li> <li>Current Practicing Certificate</li> <li>Bachelor of Nursing</li> <li>Relevant post-graduate qualification in management and/or aged care</li> <li>Current National Police Clearance and DCSI Clearance</li> <li>Influenza Vaccination</li> </ul>		
<b>Experience</b>	<ul style="list-style-type: none"> <li>Broad post registration experience particularly in aged care</li> <li>Experience in health care management and a practical understanding of, and commitment to, current concepts of aged care service delivery</li> <li>Sound knowledge and understanding of the Aged Care Act and Accreditation Standards for residential aged care</li> <li>Experience with financial management including Commonwealth funding and ACFI</li> <li>Experience with Quality Management, Continuous Improvement and Best Practice as it relates to aged care</li> <li>Understanding of and experience with staff development, organisational behaviour and change management strategies</li> <li>Computer literate with MS Office (Word, Excel, Outlook)</li> </ul>		

<b>Skills &amp; Knowledge</b>		<ul style="list-style-type: none"> <li>• Understanding of and sensitivity to the needs of older people</li> <li>• Ability to think critically, innovatively and creatively about service provision</li> <li>• Strong communication and leadership skills</li> <li>• Ability to provide leadership to a multi-disciplinary team in a leadership and form effective working relationships.</li> <li>• Ability to work in a flexible and adaptable manner</li> <li>• Ability to communicate to a high standard, with UnitingSA staff at all levels, residents and all stakeholders.</li> <li>• Ability to relate to the local community and to integrate services and Residents into that community</li> </ul>
<b>Job Function Details</b>		
<b>Key Result Area</b>	<b>% of Time</b>	<b>Tasks</b>
Operations Management	50%	<ul style="list-style-type: none"> <li>• Ensure the needs of residents are met, taking in to account individual, cultural, linguistic and social differences.</li> <li>• Ensure that activities within the facility occur through consultation with residents, families, staff, and other stakeholders.</li> <li>• Seek regular and ongoing feedback from residents and their significant others regarding the quality and appropriateness of services.</li> <li>• Approve residential entries into the aged care facility and ensure ACFI assessments meet statutory timelines and accurately reflect resident acuity.</li> <li>• Review and identify potential ACFI funding increases.</li> <li>• Participate in both site and organisational management meetings, work groups, planning and development activities.</li> <li>• Conform to the Nursing Profession’s Code of Ethics.</li> <li>• Ensure residential aged care is delivered in accordance with relevant legislation and regulations.</li> <li>• Actively participate in organisational management forums, such as Aged Care Managers meetings and UnitingSA Managers meetings.</li> <li>• Maximise resource use by efficient and effective change management practices.</li> <li>• Monitor care documentation and ensure it is inputted in a timely, accurate and relevant.</li> <li>• Work safely at all times to protect the health, safety and welfare of self and colleagues.</li> <li>• Advocate on behalf of residents and ensure that UnitingSA is positively represented within the broader community.</li> </ul>

<p>Leadership / People Management</p>	<p>20%</p>	<ul style="list-style-type: none"> <li>• Provide supportive leadership and direction to ensure that residents receive quality care and enjoy quality of life that meets their assessed needs and preferences</li> <li>• Ensure staff are supported to maintain and improve knowledge and skills through annual training plans, access to Aged Care Channel and through ad hoc industry training opportunities.</li> <li>• Drive leadership and professional standards through appropriate delegation of responsibility and the application of sound human resource management practices.</li> <li>• Manage the rostering systems and ensure an appropriate skill mix is maintained to meet Residents' changing needs.</li> <li>• Appropriately manage performance of the team including formal performance reviews and training and development plans</li> <li>• Ensure the department is staffed appropriately with quality team members who are committed to high standards of performance and service.</li> <li>• Oversee the operations of your team to ensure effective utilisation of available resources and control of service and capital costs.</li> <li>• Advocate behaviour that encourages all staff to operate and manage a safe work environment</li> <li>• Direct, monitor, and lead the staff in the development and implementation of strategies and work plans to achieve the group's vision and mission.</li> <li>• Manage, coach, mentor and support staff working in the department through performance management, training, supervision and rostering to ensure quality of services and compliance with policies &amp; procedures.</li> <li>• Create an environment of continuous improvement, teamwork, and a commitment to doing things right.</li> <li>• Lead the teams in delivering a high performance customer focused service to achieve the business objectives.</li> <li>• Ensure the team are aware of and comply with organisation policies</li> </ul>
<p>Quality Assurance and Continuous Improvement</p>	<p>20%</p>	<ul style="list-style-type: none"> <li>• Ensure the facility maintains Accreditation and provides best practice residential aged care.</li> <li>• Actively contribute to the development of improved services for clients and staff</li> <li>• Contribute to Quality activities and meet the expectations of service agreements</li> <li>• Ensure that residential complaints are addressed and managed in an effective way</li> <li>• Participate in regular QA meetings to ensure operational standards take in to account continuous improvement initiatives and strategies</li> <li>• Ensure overall quality systems are maintained and support a high standard of care and services</li> <li>• Monitoring and action planning for continuous improvement of clinical indicator trends.</li> </ul>

Strategy	10%	<ul style="list-style-type: none"> <li>• Ensure the aged care facility is developed and integrated into the local community, responding to the needs of various cultural, ethnic and community groups.</li> <li>• Manage operational and capital budgets for the site and ensure the measures are regularly reviewed.</li> <li>• Ensure adherence to the business' financial systems and processes and ensure all reporting requirements are met in a timely manner</li> <li>• Ensure financial accountabilities are monitored and cascaded effectively to all reports</li> </ul>
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### Competency Profile

Competency	Level	Behaviours
Strategic Thinking	Function	<ul style="list-style-type: none"> <li>• Proactively scans the environment for strategic opportunities</li> <li>• Considers opportunities and issues for the team in the context of the business strategy</li> <li>• Initiates strategies and ideas to move own function forward</li> <li>• Relates team goals to a broader organisational understanding</li> </ul>
Judgement	Function	<ul style="list-style-type: none"> <li>• Logically evaluates information, identifies salient issues and draws sound conclusions</li> <li>• Considers multiple sources of information</li> <li>• Weighs up alternatives according to their likely impact on the team/function</li> <li>• Identifies the most appropriate action to facilitate the achievement of team goals and business objectives</li> </ul>
Analysis	Function	<ul style="list-style-type: none"> <li>• Identifies key issues/opportunities relating to team/function</li> <li>• Identifies complex cause-effect relationships</li> <li>• Interprets complex cause-effect relationship on team/function</li> <li>• Recognises complex trends in data/information</li> <li>• Interprets complex trends in data/information</li> <li>• Collects information pertaining to team/functional responsibilities</li> <li>• Ensures team awareness of risk evaluation</li> <li>• Determines impact of time-sequences on team/function</li> </ul>
Relationship Building	Function	<ul style="list-style-type: none"> <li>• Develops strong internal and external collaborative networks to facilitate the achievement of mutual goals</li> <li>• Encourages others to develop strong internal and external collaborative networks for potential mutual benefits</li> <li>• Utilises key relationships to facilitate the achievement of team goals</li> <li>• Role models effective collaborative networking</li> </ul>

Leading and Motivating	Function	<ul style="list-style-type: none"> <li>• Sets performance goals and expectations and ensure staff perform in accordance to these</li> <li>• Holds individuals accountable</li> <li>• Mobilises individuals and/or team to work towards a shared purpose</li> <li>• Adheres to performance management principles</li> <li>• Identifies team members' strengths and areas for development</li> <li>• Fosters the long-term learning and development of team members</li> <li>• Understands both individual and team motivators</li> <li>• Uses strategies to boost morale and productivity</li> <li>• Helps team members understand and adapt to change</li> </ul>
Innovation	Function	<ul style="list-style-type: none"> <li>• Encourages team/function to generate new and original ideas</li> <li>• Suggests modifications to processes and procedures to improve current performance</li> <li>• Offers original solutions that facilitate the achievement of team/functional goals</li> <li>• Considers new concepts as potential opportunities</li> <li>• Participates in ongoing activities/taskforces to develop create initiatives</li> <li>• Recognises and rewards creativity and innovation</li> </ul>
Results Orientated	Function	<ul style="list-style-type: none"> <li>• Encourages team member to make specific changes in work methods or practices to improve performance</li> <li>• Encourages team members to seek alternative possibilities when faced with obstacles to ensure project completion</li> <li>• Ensures team members persevere with responsibilities to ensure project completion</li> <li>• Streamlines existing processes and procedures to ensure efficient outcomes</li> <li>• Continually strives to identify and minimise barriers to excellence</li> <li>• Ensures own and team responsibilities are completed within designated timeframes</li> </ul>
Customer and Client Orientation	Function	<ul style="list-style-type: none"> <li>• Ensures team/function makes attempts to add value to the customer/client</li> <li>• Coaches team/function to seek ways to enhance customer satisfaction and loyalty</li> <li>• Coaches team/function to align needs to available products, services and/or solutions</li> <li>• Takes actions that reinforce the customer/client orientation of the team/function</li> <li>• Monitors customer/client complaints</li> <li>• Monitors customer/client satisfaction</li> </ul>

**I have read and understand the requirements of this position:**

Signed: \_\_\_\_\_ Name (print) \_\_\_\_\_ Date: \_\_\_\_\_