

## **CARE MANAGER**

### **ORGANISATIONAL INFORMATION**

Established in 1960 and incorporated in 1989, Catholic Homes for the Elderly Inc (**CHE**) is an agency of the Archdiocese of Melbourne. CHE is a not-for-profit organisation providing accommodation (Residential Care Facilities, Independent Living Units and Resident Funded Units/Apartments) and services for older people across Greater Melbourne. More than 380 dedicated staff and hundreds of volunteers provide these services.

### **VISION, MISSION & VALUES**

Vision – Choice and opportunity as you age.

Mission – Integrated and accessible aged care and accommodation services provided within a Catholic ethos.

Our values – We celebrate the life of individuals and their communities as expressed in their physical, social and spiritual well being. In doing so, we are committed to the ideals of:

- Dignity – The rights of each person are grounded in the unique dignity each possesses.
- Compassion – When we truly care we are always open to the needs of others.
- Integrity – We are honest in our dealings and accountable for our actions.
- Working together empowers people and produces better outcomes.

### **POSITION SUMMARY**

The Care Manager (CM) is responsible for the clinical care of residents in CHE residential facilities. The CM forms part of the management team at each facility and works closely with the Residential Services Manager (RSM) in developing, managing and evaluating facility performance. As well, they liaise and work with the proactive Care Manager network across CHE.

### **REPORTS TO**

- Accountable to the Residential Services Manager (RSM).

## KEY SELECTION CRITERIA / QUALIFICATIONS

- Essential:
- Registration as a Division One (1) Nurse in the State of Victoria.
  - Excellent verbal and written communication and interpersonal skills, patience, common sense and a strong ethos of client service.
  - Well developed prioritisation and organisational skills with the ability to meet deadlines and attend to multiple tasks
  - Mature outlook with the ability to relate and converse with older people
  - Ability and commitment to work as part of a team
  - Demonstrated initiative and ability to work without supervision
  - Commitment to maintaining confidentiality in all matters
  - Proven ability to motivate staff and promote a positive work environment.
  - Completion of a National Police Records Check to the satisfaction of CHE (arranged by CHE)

- Desirable:
- Current Victorian Driver's Licence
  - Previous experience working in, or an understanding of, and sensitivity to, the issues related to services to older people
  - Knowledge and understanding of Aged Care funding and legislation. Understanding of Pensions, Bonds, Fees and Charges
  - Knowledge and understanding of the Resident Classification Scale (RCS)
  - Formal qualifications in gerontology or relevant clinical discipline.
  - Formal management qualification or working towards same

## PERFORMANCE CRITERIA

The person should possess the following knowledge, skills and experience based upon the performance criteria as follows:

### Business Administration

Demonstrated ability to effectively organise and manage resources, including the monitoring of budgets. This includes ability to maximise resources according to the RCS.

- Deputise for the Residential Services Manager when required.
- Monitor and manage the clinical budget to meet resource allocations, e.g. ordering of stock, rostering of care staff, checking timesheets.
- Support the Residential Services Manager to maintain financial records including the timely return of required documentation.
- Oversee the appropriate standard of documentation for residents and staff in line with relevant legislation and CHE policy and procedures.
- Participate in the development of a Facility Budget.
- In conjunction with the Residential Services Manager, select, recruit, orientate and manage staff.
- Oversee the administration of day-to-day tasks as this relates to the provision of clinical care.
- Address management issues by:
  - Managing staff issues to ensure clinical objectives are met,
  - Recording staff changes in the appropriate documentation,
  - Deploy staff appropriately, as and when required, for effective use of resources.
- Apply sound decision-making skills in line with budget.
- Work to assist and support an injured worker return to work in compliance with the return to work program.

## Continuous Improvement

Demonstrated commitment to ensuring quality services are delivered to residents through continuous improvement activities. This includes the further development of CHE quality systems to meet industry and other relevant standards.

- ❑ Appraise and constantly evaluate the standard of care to residents.
- ❑ Demonstrate leadership and commitment to the implementation and maintenance of Aged Care Accreditation Standards.
- ❑ Be actively involved in the maintenance of the CHE quality system, including chairing site Quality Circle 2 meetings.
- ❑ Act as a role model to staff in all areas of work.
- ❑ Demonstrate leadership and commitment to standards of health and safety for all residents, staff and visitors to comply with Occupational Health & Safety legislative requirements and CHE policies and processes.
- ❑ Demonstrate active participation in personal and professional development activities. These include, but are not limited to
  - Contribute to the expansion of knowledge and ideas in the aged care field by participating in research,
  - Identify Care Staff development needs and inform RSM,
  - Participate in staff development programs and mandatory training,
  - Assist the Residential Services Manager conduct performance appraisals of Care Staff,
  - Participate in annual performance appraisal with RSM.
- ❑ Ensure compliance with data collection for both internal and external auditing and benchmarking.
- ❑ Facilitate an environment where staff can identify and implement innovative and creative practices.
- ❑ Act as a Workplace Assessor and be active in reviewing, enhancing and performing competency assessments in the workplace.

## Customer Service

Demonstrated knowledge and experience in providing quality residential aged care services and demonstrated customer service orientation.

- ❑ Systematically plan, implement and evaluate care.
- ❑ Be responsive to telephone enquiries which include identification of self and site.
- ❑ Be responsive to resident's care through tailoring holistic care to meet individual needs.
- ❑ Respect and promote dignity, privacy and confidentiality of each resident.
- ❑ Promote positive and harmonious relationships between all stakeholders.
- ❑ Promote site and CHE services in a positive manner.
- ❑ Interact positively, promptly and appropriately to the needs of all stakeholders.
- ❑ Identify opportunities to improve customer service eg use of Quality Service Reports.

## Team Development

Demonstrated ability to lead, manage and develop a diverse team, which is consistent with CHE Vision, Mission and Values.

- ❑ Select, recruit and orientate new care staff.
- ❑ Actively encourage other team members to promote harmonious working relationships, thus ensuring an ongoing high standard of care.
- ❑ Work co-operatively with other team members to ensure effective attainment of team goals.

- ❑ Promote and develop effective communication skills with management through attending relevant site and organisational meetings.
- ❑ Support ongoing lines of communication between staff.
- ❑ Monitor, appraise and develop staff on a regular basis, including formal documented appraisals as well as informal, “on the job” coaching (in conjunction with the Residential Services Manager).

### **Technical Skills and Application**

Demonstrated ability to apply clinical, interpersonal and administrative skills to achieve facility objectives.

- ❑ Oversee the assessment, planning, implementation and evaluation of individual care to maximise choice and quality of life for each resident.
- ❑ Demonstrate the application of excellent clinical skills.
- ❑ Delegate work tasks in accordance with assessed resident’s needs.
- ❑ Ensure best practice clinical care at all times by clinical care staff.
- ❑ Investigate and solve problems associated with routine work activities.
- ❑ Ensure staff compliance with CHE policies and processes.
- ❑ Comply with CHE Competency Assessment Program.
- ❑ Act at all times to protect the rights of residents, including confidentiality, privacy, individual choice and decision-making.
- ❑ Demonstrate ability to use and operate Microsoft applications.

### **Occupational Health and Safety**

Demonstrated knowledge and capability to ensure that the facility is appropriately equipped and maintained to provide a safe environment for staff and visitors.

- ❑ Maintain a safe working environment in your area of responsibility.
- ❑ Ensure that Occupational Health and Safety (OH&S) principles and guidelines are adhered to.
- ❑ Report any breach in OH&S. Document any hazard and make suggestions / recommendations for improvements.
- ❑ Report accidents and injuries and near misses as per CHE Policy and Guidelines.
- ❑ Provide and maintain so far as is practicable a working environment that is safe and without risk to health.
- ❑ Take care of your own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace.
- ❑ Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and CHE policies and promote a working environment that is congruent with these guidelines.
- ❑ Comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Accident Compensation (WorkCover) Act 1992.

### **Specialist Knowledge**

Demonstrated knowledge and experience in the provision of contemporary residential aged care services that includes demonstrated specialist clinical knowledge in gerontological nursing.

- ❑ Practice within the Mission, Vision and Values of CHE and be able to explain relevance of these to others, and to their own practice.
- ❑ Demonstrate a sound knowledge of Aged Care Accreditation Standards and apply this knowledge on a day-to-day basis.
- ❑ Identify and discuss key CHE reference documents with staff and ensure implementation.

- ❑ Demonstrate and apply up-to-date knowledge of the ageing process and relevant diseases. This includes demonstrating an interest in maintaining this knowledge eg through active involvement in aged care special interest groups.
- ❑ In conjunction with the Residential Services Manager, identify and ensure compliance with all relevant legislation, professional standards and guidelines.
- ❑ Demonstrate comprehensive knowledge of Residential Classification Scale (RCS) and ensure staff meet documentation requirements.

**I acknowledge that I have read and understood this Position Description. I understand that the position description will be reviewed at least every two years.**

*Signed by Incumbent:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Incumbent Name:* \_\_\_\_\_

*Signed by Manager:* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Manager's Name & Title:* \_\_\_\_\_

*Current Effective Date:* \_\_\_\_\_

*Next Scheduled Review Date:* \_\_\_\_\_

<i>Replaces PD:</i>	<b>Care Manager</b>	<i>Dated:</i>	<b>March 2005</b>
<i>Draft Submitted By:</i>	<b>Jonathan Lock, HR Manager</b>	<i>Date:</i>	<b>July 2006</b>
<i>Ratified By:</i>	<b>GM Residential Services</b>	<i>Date:</i>	<b>July 2006</b>
<i>Authorised By:</i>	<b>Human Resources Manager</b>	<i>Date:</i>	<b>July 2006</b>
<i>Disseminated By Policy &amp; Documentation Committee:</i>		<i>Date:</i>	<b>July 2006</b>
		<i>Next Review Date:</i>	<b>July 2008</b>