**Position Family: Accommodation**

*Aged Care*

Head of Community Aged Care [ACC.20002.6](#bookmark22)

Hospitality Team Leader (Residential Aged Care) [ACC.20002.5](#bookmark23)

Retirement Living Manager [ACC.10002.4](#bookmark24)

Aged Care Funding Instrument (ACFI) Manager [ACC.10011.4](#bookmark25)

Deputy Nursing Home/Hostel Manager [ACC.12201.4](#bookmark26)

General Advisor/Internal Consultant [ACC.12201.3](#bookmark27)

Senior General Advisor Internal Consultant [ACC.10201.3](#bookmark28)

ACFI Coordinators (Aged Care Funding Instrument) [ACC.10201.2](#bookmark29)

Community Aged Care Coordinators [ACC.20001.2](#bookmark30)

Disability Services Coordinator [ACC.20002.2](#bookmark31)

Roster Clerk/ Service Scheduler [ACC.12201.2](#bookmark32)

*Supported Housing*

Property Manager [ACC.10001.5](#bookmark33)

Centre Manager [ACC.11001.4](#bookmark34)

Care Manager [ACC.11002.4](#bookmark35)

Village Manager [ACC.10001.4](#bookmark36)

**Position title: Head of Community Aged Care Aon Position code: ACC.20002.6**

**Level: 6**

**Responsible for**

Providing strategic leadership and responsible for driving the business and operational performance of the Community Aged Care division

# Report to

General Manager

# Supervises

Operational Managers, Project Coordinator, Advocacy Officer, Senior Accounts Officer.

# Main activities

* Lead the development and implementation of operational plans for the division in line with Aged Care Services strategic and business plans
* Undertake regular evaluation and reporting on services, projects and programs to ensure customer service delivery is optimised in all areas of the divisions performance
* Actively identify, create and promote opportunities to maximise community participation and engagement during the development, review and provision of projects, programs and services
* Accountable for the financial performance of the division including effective and efficient management of performance against approved budgets

# Key skills

* Knowledge and understanding of key principles and current practices in community aged care, community engagement and service delivery, particularly leading practice approaches, frameworks, planning and evaluation
* Proven ability to develop and implement quality strategies, operational action plans, policies, reports and procedures and conduct research and analysis
* Previous experience in a leadership role within the community services sector, ideally including management of volunteers.

# Internal contacts

General Manager, Senior leadership group, Community aged care staff

# External contacts

Residents/Elderly patients, Government and Regulatory Bodies

# Typical experience Other comments

**Position title: Hospitality Team Leader (Residential Aged Care) Aon Position code: ACC.20002.5**

**Level: 5**

**Responsible for**

Coordinate the hospitality team in the provision of food, cleaning and laundry services for the centre

# Report to

Centre Manager

# Supervises

Hospitality Staff

# Main activities

* Lead the Hospitality team to ensure efficient and effective delivery of all catering, cleaning and laundry services for the site
* Oversee and manage ordering of food and cleaning supplies, ensuring timely management of invoicing
* Liaise with staff and volunteers to ensure they are adequately trained and are aware of procedural requirements relevant to their role

# Key skills

* Proven ability to effecively manage the delivery of efficient and effective hospitality services including laundry, cleaning and catering
* Proven experience in leading a team delivering high quality customer service, including facilitating a positive and productive working environment

# Internal contacts

Centre Manager, Hopsitality Staff

# External contacts

Residents/Elderly patients **Typical experience Other comments**

# Position title: Retirement Living Manager

**Aon Position code: ACC.10002.4**

**Level: 4**

**Responsible for**

The provision of operational management/leadership to independent living unit villages, including advice and support to the Operations Manager

# Report to

Operations manager

# Supervises

Management staff within independent villages

# Main activities

* Liaise with the Operations Manager and the Finance team in the preparation and management of budgets & forecasts
* Implementation of quality management systems across independent living villages
* Maintain Regulatory compliance and interact with residents
* Personal response to escalated complaints within the service line
* Develop and Implement staff training programs to build management expertise within the villages
* Manage professional development of independent living unit staff

# Key skills

* Ability to develop, implement and evaluate organisational policies, procedures and practices
* Demonstrated excellent knowledge and understanding of the NSW Retirement Villages Act
* Demonstrated depth of knowledge in the management and operation of a Retirement Village
* Strong understanding of policy development, governance principles and legislative compliance

# Internal contacts

Operations Manager, Finance Team, Management staff of Independent villages

# External contacts

Residents/Elderly patients **Typical experience Other comments**

# Position title: Aged Care Funding Instrument (ACFI) Manager Aon Position code: ACC.10011.4

**Level: 4**

**Responsible for**

Manage the day to day ACFI assessments, documentation and any other associated processes and material required for this process

# Report to

Operations manager

# Supervises

ACFI Coordinator

# Main activities

* Work with Manager and Health Professionals to achieve optimum ACFI revenue for resident care
* Education of employees, to assist them in the effective understanding and documentation requirements
* In consultation with other executives, develop appropriate financial income targets for individual facilities consistent with optimal care subsidy claims.

# Key skills

* Knowledge and significant experience of the Aged Care Funding arrangements, in particular, demonstrated experience in maximising the Aged Care Funding Instrument claiming
* Registered Nurse with current practicing certificate/registration
* Certificate IV in Training and Assessment (Desirable)
* Experience in clinical reviews and resident assessments.

# Internal contacts

Centre Manager, Care manager

# External contacts Typical experience Other comments

**Position title: Deputy Nursing Home/Hostel Manager Aon Position code: ACC.12201.4**

**Level: 4**

**Responsible for**

Assist the Care Manager in promoting care and well being initiatives across the service area

# Report to

Care Manager

# Supervises

No Supervisory Duties

# Main activities

* Monitor performance against budgets and develop strategies to address variances. In conjunction with the RM develop and manage facility specific costed rosters within budget requirements
* Providing leadership, support, mentoring and coaching to Facility Team to develop and lead high performing teams.
* Effectively utilises support services resources effectively to inform business decisions.
* Provides oversight and active support of the key service programs including education and lifestyle

# Key skills

* An understanding of and demonstrated experience with Aged Care Accreditation and relevant Aged Care Legislation
* Demonstrated knowledge in the care needs of the older person

# Internal contacts

Care Manager

# External contacts

Residents including their families

# Typical experience Other comments

**Position title: General Advisor/Internal Consultant Aon Position code: ACC.12201.3**

**Level: 3**

**Responsible for**

To effectively consult and provide leadership, assistance and support to operations in the implementation and maintenance of both clinical and non-clinical processes and services

# Report to

Care Manager

# Supervises

No Supervisory Duties

# Main activities

* Provide advice to Care Manager in relation to specific issues such as significant incident / complaint investigation, staffing levels, models of care and investigating critical incidents including recommendations
* Assist with the research, development and maintenance of evidence based policies and procedures in line with the Policy

& Procedure Framework including the review of policy manuals e.g. medication

* Liaise with the Learning Unit , where areas for training development are identified

# Key skills

* Sound knowledge of quality improvement tools such as process improvement methodology, root cause analysis or other incident investigation techniques, clinical review processes and performance indicator development and monitoring
* Understanding of the sector changes and demonstrated ability to apply a high level of clinical knowledge, experience and skills to assist managers transition through the process changes

# Internal contacts

Care Manager

# External contacts

Residents/Elderly patients **Typical experience Other comments**

# Position title: Senior General Advisor Internal Consultant Aon Position code: ACC.10201.3

**Level: 3**

**Responsible for**

To provide effective leadership and support to operations in the implementation and maintenance of continuous improvement processes in both clinical and non-clinical services.

# Report to

Care Manager

# Supervises

No Supervisory Duties

# Main activities

* The provision of advice and briefings to the Residential Unit Manager relating to clinical and quality issues. This may include; escalation of specific issues as required, significant incident/complaint investigation, staffing levels and models of care, investigate critical incidents and make recommendations as required
* Assisting, when required with the operational implementation of policies or procedures and if required work collaboratively with the Community Consultants

# Key skills

* Sound knowledge and experience of quality improvement tools such as process improvement methodology, root cause analysis or other incident investigation techniques, clinical review processes and performance indicator development and monitoring
* Understanding of the sector changes and demonstrated ability to apply a high level of clinical knowledge, experience and skills to assist managers transition through the process changes

# Internal contacts

Care Manager

# External contacts

Residents/Elderly patients **Typical experience Other comments**

# Position title: ACFI Coordinators (Aged Care Funding Instrument) Aon Position code: ACC.10201.2

**Level: 2**

**Responsible for**

Manage the day to day ACFI assessments, documentation and any other associated processes and material required for this process

# Report to

ACFI Manager

# Supervises

No Supervisory Duties

# Main activities

* Plan and coordinate the Aged Care Funding Instrument process, and ensure ACFI submissions are accurate, appropriate and timely
* Ensure resident assessments, initial care plans / reviews and other relevant clinical documentation is completed accurately and reflects the individual resident care needs and legislative requirements
* Provide leadership in the provision of accurate assessment and reliable data, relating to resident care and funding maximisation via the Aged Care Funding Instrument (ACFI).

# Key skills

* Proven experience with Department of Social Services (DSS) validation of ACFI claims.
* Experience with ACFI documentation and evidentiary requirements, including validation.
* Proven practise in undertaking risk management approach to ACFI processes and outcomes.
* Proven track record with regards to the performance appraisal Quality Performance Improvement Review (QPIR) System; with ACFI packs submitted validated with no downgrades.
* Experience in ACFI assessment and care planning documentation.

# Internal contacts

ACFI Manager, Operations Manager

# External contacts

Residents/Elderly patients **Typical experience Other comments**

# Position title: Community Aged Care Coordinators Aon Position code: ACC.20001.2

**Level: 2**

**Responsible for**

The provision of community care to consumers through assessment, case-management and coordination

# Report to

Head of Community Aged Care

# Supervises

Care Staff

# Main activities

* The planning, management, implementation and monitoring of care services and provision of support to direct care staff including: induction, training, rostering, supervision, performance appraisals and act as a point of escalation for consumer service delivery queries or issues
* In conjunction with the manager, participate in the formulation, implementation and evaluation of policies, procedures and management systems for the program and team

# Key skills

* Excellent knowledge of Consumer Directed Care (CDC) principles
* Previous case-management and/or coordination experience
* Knowledge of issues involved in supporting and caring for frail elderly people with diverse value systems, culutral differences and special needs
* Proven organisational and administrative skills
* Signifcant coordination / supervisory experience within Community Aged Care

# Internal contacts

Care Staff, Care Manager

# External contacts

Residents/Elderly patients **Typical experience Other comments**

# Position title: Disability Services Coordinator Aon Position code: ACC.20002.2

**Level: 2**

**Responsible for**

Ensuring the delivery of high quality services to those with a disability

# Report to

Manager Disability Support

# Supervises

House Managers, Senior Support workers, Disability Support Workers

# Main activities

* Oversee the development of policies, procedures and practices for disability services in conjunction with staff, clients and stakeholders
* Develop key performance indicators and establish quality control systems to ensure idenitified outputs and outcomes are acheived
* Manage the efficient and effective day to day operation of the service
* Monitor performance and initiate responsive actions where shortfalls exist

# Key skills

* Proven ability to develop a motivated skillful work team that will work positively towards the programs goals
* Proven ability to develop the skills of staff and to address performance issues to gain positive outcomes
* Ability to establish work/action plans for teams and programs

# Internal contacts

Disability support staff, Care Manager

# External contacts

Residents/Elderly patients **Typical experience Other comments**

# Position title: Roster Clerk/ Service Scheduler Aon Position code: ACC.12201.2

**Level: 2**

**Responsible for**

Providing high quality scheduling processes

# Report to

Centre Manager

# Supervises

No Supervisory Duties

# Main activities

* Scheduling services for care workers to meet customer needs, worker skill level and availability, maximising best fit for the customer and business

# Key skills

* Proven experience and knowledge in the allocation and scheduling of services across large teams of care workers and geographically diverse and complex areas and dynamic environment

# Internal contacts

Centre Manager, Care Manager, Care Staff

# External contacts

Residents/Elderly patients **Typical experience Other comments**

# Position title: Property Manager

**Aon Position code: ACC.10001.5**

**Level: 5**

**Responsible for**

Timely and expert advice to aged care services on capital, engineering, maintenance and physical risk management issues.<new line>Maintain a safe and cost effective maintenance program across all aged care facilities and services which supports and protects residents and staff.

# Report to

Executive Manager - Capital Development Projects

# Supervises

Property & Asset Coordinator

# Main activities

* Develop and manage a Maintenance/Replacement scheme for building stock including months reporting
* Manage specific capital projects advised by manager
* Implement and monitor best practice standards in maintenance and engineering services ensuring ongoing compliance of aged care facilities and services with Australian standards
* Manage procurement of large fixed capital
* Manage specific capital projects as per requirements from time to time

# Key skills

* Qualifications or extensive experience in mechanical trades, engineering or building work
* Demonstrated ability in organisational and project management across facilities
* Ability to design, document, implement and efficiently monitor/evaluate sustainable maintenance systems which meet relevant legislative requirements and codes of practice
* Extensive property and equipment maintenance knowledge

# Internal contacts

Operations Manager, Organisational Risk Manager, Senior leadership team

# External contacts

Contractors

# Typical experience Other comments

**Position title: Centre Manager**

**Aon Position code: ACC.11001.4**

**Level: 4**

**Responsible for**

The management and coordination of all operations within the centre, including residential, community and retirement living programs

# Report to

Area Manager

# Supervises

Care Manager, Hotel Services employees, property/Garden Employees, Administration, Chaplain, other support staff

# Main activities

* Oversee effective strategy planning with individual line managers, including strategic development for the line manager themselves
* Support role model behaviours and act as an ambassador for the implementation of the centre's vision, mission, values and culture
* Understand and promote performance management, motivate and increase capability through recognised strengths and identifying and addressing areas for development
* Ensure the Centre is presented to potential residents and their families in a timely, professional and attractive manner, driving a customer service cultre
* Property and facility management

# Key skills

* Appropriate qualifications and/or demonstrated experience in managing, operating and maintaining the functions of health care or related services
* Ability to develop, implement and evaluate organizational policies, procedures and practices
* Demonstrated financial management ability
* Demonstrated industry knowledge with emphasis on ACFI, Infection Control, Quality Systems and Accreditation

# Internal contacts

Operational/administrative staff, Chief Operations Officer, Care Manager

# External contacts

Care referral bodies (EG Hospitals), residents including families, Regulatory bodies

# Typical experience Other comments

**Position title: Care Manager**

**Aon Position code: ACC.11002.4**

**Level: 4**

**Responsible for**

To maintain overall accountability and responsibility for the clinical management of health and care outcomes of the Care Recipients in the centre.

# Report to

Centre Manager

# Supervises

Nursing & Care Employees

# Main activities

* Provide clinical leadership to nursing and care staff that supports and ensures continuing professional development and currency of practice
* Ensures that medication management principles are maintained and in lines with current best practice guidelines and within the legislative frameworks
* Plan and manage clinical supplies and requirements respectively in conjunction with the Centre Manager and in line with annual facility cost centre budgets

# Key skills

* Registered Nurse - Current unrestricted registration with Australian Health Practitioners Regulation Agency
* An understanding of and demonstrated experience with Aged Care Accreditation and relevant Aged Care Legislation
* Demonstrated knowledge in the care needs of the older person

# Internal contacts

Centre Manager, Operations Manager, Care Staff

# External contacts

Residents and their families, Regulatory bodies

# Typical experience Other comments

**Position title: Village Manager**

**Aon Position code: ACC.10001.4**

**Level: 4**

**Responsible for**

The operation and management of the retirement village, the marketing and sales of Units and the effective supervision and management of staff.

# Report to

Retirement Living Manager

# Supervises

All operational staff, including service provision contractors

# Main activities

* Preparation of the annual budget
* Monthly financial and management reporting
* Review of resident services to ensure effective maintenance
* Maintencnace of full occupance through sales and marketing activities
* Implementation of strategies to improve employee well-being and professional development
* Recruitment, induction, rostering, performance reviews, disciplinary action, grievance management, exit interviews and leave approval of employees

# Key skills

* Ability to market the village to prospective residents and families or advocates
* Ability to develop, implement and evaluate organisational policies, procedures and practices
* Demonstrated excellent knowledge and understanding of the NSW Retirement Villages Act
* Demonstrated depth of knowledge in the management and operation of a Retirement Village

# Internal contacts

Senior leadserhip team, Care workers/Nurses

# External contacts

Contractors, Residents including families

# Typical experience Other comments