

Organisation Objective

Victorian Croatian Aged Care Services (VCACS) aims to provide a quality caring services for the ageing with dignity and respect, care and support for each resident as an individual, in the tradition of the Croatian Australian community.

Reports to:	The Board of Directors
Location:	Barton St Bell Park Victoria
Award:	As per employment contract and Board policies. A 6 month probation period shall apply from the commencement of employment. Salary to be set and reviewed by the Board to reflect appropriate responsibilities.
Hours of work	The Commissioning General Manager may be required to participate in Board and Committee meetings outside normal business hours and may also be contacted after hours in the event of any emergencies.
Remuneration and benefits:	Salary as per contract agreement and commensurate with experience and qualifications including Employer Superannuation.

Position Purpose

The Commissioning General Manager is a vital position to create and implement the sound foundations on which a profitable, quality and culturally relevant aged care service is established.

The General Manager is key to:

- Establishing the VCACS aged care facility by commissioning the newly built building
- Recruiting the necessary human resources for the short and long term
- Developing and implementing the business systems to ensure effective service delivery, safety and quality of care
- Ensuring the ongoing viability and sustainability of VCACS through effective leadership and management of financial, human and physical resources
- Working closely with the Board in formulating a Strategic Plan and implementing the strategy in accordance with the aims and multicultural ethos of the organisation

Role Description

Key Result Area 1: Commissioning of building and commencing culturally relevant service delivery	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Lead and drive the commissioning of the VCACS facility and commence service delivery as the facility is completed. • Drive the development and implementation of the business model to ensure service delivery and financial targets are met. • Lead and direct the co-design of service delivery using evidence based community engagement strategies • Develop and implement a workforce plan that reflects the short and long term needs of the organisation • Manage the day-to-day operations of the organisation to achieve optimum health outcomes and effective use of human resources and business assets 	<p>Facility commences operation on the agreed date.</p> <p>Budget developed and met</p> <p>Service model reflects community need</p> <p>Key staffing positions commence according to agreed timelines</p>

Key Result Area 2: Service delivery leadership and quality	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Assist the Board with long term planning to achieve the goals of the organisation • Develop and implement culturally relevant operational policies including eligibility, assessment and intake • Ensure full compliance with Aged Care Standards, funding agreement and relevant legislation • Identify opportunities to develop and grow the organisation 	<p>A Strategic Plan linked with VCACS mission and values is launched at the agreed time</p> <p>Occupancy targets are met and maintained</p> <p>VCACS develops and maintains a strong reputation with all stakeholders</p>

Key Result Area 3: Clinical care and operational leadership	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Lead the delivery of clinical care services within best practice clinical governance Ensure an effective approach to the management of the Aged Care Funding Instrument Implement monitoring systems to ensure a high quality of care is maintained and compliance and accreditation is managed and delivered in line with aged care standards Develop and implement an effective incident and feedback/complaints management system Commission new services and negotiate new partnerships to enhance services 	<p>All safety standards are met</p> <p>Residents and their families feel comfortable to voice their concerns/complaints and system are in place to address concerns quickly and satisfactorily</p> <p>Quality improvement meeting structure in place</p> <p>Audit results reflect that service delivery is aligned with accreditation and safety standards</p> <p>Data related to operations, incidents, complaints and feedback is regularly analysed and used to inform continuous improvement</p> <p>Workplace culture indicates openness to identifying systemic issues and commitment to continuous improvement</p>

Key Result Area 4: People leadership	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Ensure effective workforce planning which supports the capability and capacity of the staff to deliver quality and safe services Participate in the selection, induction, training, development and ongoing support of staff Maintain a culture of staff engagement, learning, innovation and collaboration Maintain best practice IR and ER including oversight of compliance with relevant Awards 	<p>Resources are recruited and allocated efficiently and in line with needs and demands of the residents and their families</p> <p>Staff engagement survey results are analysed and issues addressed</p> <p>Staff feel supported and perform their roles effectively</p> <p>Grievances and performance issues are handled fairly and in a timely way</p>

Key Result Area 5: Finance Administration ICT and Risk	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Responsible for the overall performance of the aged care facility Ensure timely and accurate financial planning, reporting and budgeting Maintain financial and data systems to ensure privacy of information is secure and the highest standard of cybersecurity are adhered to Ensure effective systems are in place for appropriate and timely claiming to enable sufficient resourcing of service delivery Ensure systems for effective and efficient procurement and monitoring of catering, cleaning and other accommodation requirements Track program performance against targets Develop and implement a risk management framework which links to regular Board reporting 	<p>Aged care facility and programs operate within approved budget</p> <p>Facility is financially sustainable</p> <p>Privacy and confidentiality is not compromised</p> <p>Robust performance reporting system is in place, allowing program performance issues to be identified and corrected promptly</p> <p>Risks are mitigated and align with organisational expectations</p>

Key Result Area 6: Stakeholder and Relationships Management	
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Establish and maintain high level external relationships including Commonwealth and State Government, funder and corporate stakeholders and other not for profit organisations and peak bodies Collaborate with internal stakeholders including Board, staff and VCACS members Represent VCACS externally and through the media to promote the work of VCACS and its vision, mission, values, policies and practice standards 	<p>Evidence of collaboration and partnership with internal and external stakeholders</p> <p>Public representation is appropriate and aligned with VCACS position and values</p>

Occupational Health and Safety (OH&S)	<ul style="list-style-type: none"> • Ensure an effective and adequately resourced OH&S management system is in place which is supported by current policies and procedures authorised by the Board • Ensure organisational compliance with OH&S legislation and to promote the well-being and safety of staff, residents and visitors • Ensure effective management practices to mitigate health and safety risks to self, workers, client and visitors
Risk Management	<ul style="list-style-type: none"> • Comply with the Risk Management system and relevant legislation • Actively contribute to creating an organisational culture that promotes risk identification and mitigation
Equal Opportunity	VCACS is an Equal Opportunity Employer and diversity in the workforce is valued and encouraged

Key Challenges

The facility is currently under construction and will require commissioning. Business and service models will need to be developed and implemented and will need to ensure viability and long term sustainability. It is critical the service model reflects the needs of the Croatian community.

The aged care system is currently undergoing significant change and reform. This is an exciting time as older people and their aged care needs receive more attention. The recommendations of the Royal Commission into Aged Care will need to be implemented which may pose a challenge.

Role Competencies

To be successful in this role, you will:

- Have an appreciation and knowledge of the Croatian culture and commitment to the mission and values of the Victorian Croatian Aged Care Service
- Be passionate about improving the quality of life and well-being of older people
- Be results oriented taking pride in delivering high quality and safe services to older people
- Have strong leadership skills and an ability to harness the talents and strengths of the team you work with
- Demonstrate courage in leadership to confront issue and risks, and escalate as appropriate
- Have good business acumen to manage resources efficiently and effectively as well as to identify future funding and partnership opportunities
- Be action oriented and accountable to achieve results within given timelines
- Communicate effectively and be able to present information, decision and reasons confidently, clearly and concisely
- Build and maintain sustainable internal and external relationships
- Work in partnership with a specific community, government and non-government organisations
- Be innovative with an ability to lead change and to deal with ambiguity and complexity

Selection Criteria

- Significant senior management experience in aged care (minimum 5 years)
- Proven leadership, communication and people management
- Tertiary qualifications in health care, business, human services field (Current unrestricted AHPRA Registration as a Registered Nurse (desirable but not mandatory)
- Strong financial, analytical and business planning capabilities in an aged care setting

Victorian Croatian Aged Care Services
Position Description – Commissioning General Manager

- Demonstrated skills in leading and implementing change in a regulated and evolving environment
- An understanding of quality management systems and the Aged Care Quality Standards
- Superior communication skills both written and verbal.
- Demonstrated organisational skills and can manage own responsibilities and priorities

Mandatory Requirements

- Current National Police Check
- Vulnerable People Check
- Current Driver License