

**HAVILAH HOSTEL INC.  
POSITION DESCRIPTION  
CHIEF EXECUTIVE OFFICER**

**1. ACCOUNTABLE TO:**

Havilah Board

**2. SALARY AND CONDITIONS:**

Negotiated

**3. EXPERIENCE, QUALIFICATIONS & SKILLS:**

1. Organisational Leadership – able to provide visionary leadership executing organisational growth and continuous improvement
2. Familiarity with diverse business functions such as Finance eg review of financial reports and budgeting, Marketing, Public Relations, Human Resources, Risk Management etc.
3. Strong communication and interpersonal skills including the ability to engage with the local community
4. Excellent written, oral and public speaking skills, a persuasive and passionate communicator
5. Knowledge and Experience of the Aged Care Quality Standards and Aged Care Legislation to include
  - Personnel Management and Development
  - Risk Management
  - All requirements under the Governance Standard
  - Resident Dignity of Choice and Decision Making
6. Strong Computer Literacy including Word, Excel and Financial Packages
7. Experience/understanding/expertise of issues relevant to Havilah.
8. Experience in conflict management
9. Ability to interact well with Board's or similar governing bodies.

**4. POSITION OBJECTIVE:**

To provide visionary organisational leadership and support to the Board in achieving its Mission, Vision, Philosophy and strategic goals. To have input into and drive the implementation of the Strategic Plan as defined by the Board. (see Strategic Diagram at Appendix 1)

The Director of Finance, Director of Care and Executive Assistant (Marketing) are the current key personnel supporting the CEO in achievement of the position objective.

See also the Organisational Structure attached at Appendix 2 of this document.

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**5. KEY RESPONSIBILITIES & DUTIES:**

**5a) Planning, Leadership & Quality Management**

- i. Lead the organisation within a culture that enables achievement of its Mission, Vision, Philosophy and Strategic Goals. (See strategic diagram appendix 1)
- ii. Engage with the community to maintain and increase support for the organisation.
- iii. Maintain Accreditation
- iv. Be responsible for the ongoing development and documentation of the Quality Management System including review of all policies, procedures, forms, work instructions and documents annually and as necessary
- v. Responsible for development and review of quality audits including preparation of Agenda Documents for the Staff Quality Meetings and the Governance Quality and Safety Committee Meeting.
- vi. Together with the Director of Clinical Care, provide support and explanation to the Governance Quality and Safety Committee and the Board in relation to the information provided at item ii above.
- vii. Together with the Director of Finance provide financial reporting, modelling and advice to the Board with regard to current and forward projections.

**5b) Governance**

- i. Maintain regular and ongoing communication to build strong relationships with the entire Board, providing leadership and support to members at all times
- ii. **Board and Board Sub Committee Meetings**, provide all information necessary for the functioning of the Board and Board Committees enabling them to make informed decisions in a timely and accurate manner including - Preparation of Agendas with content and format as approved by the Board, record and document Minutes of Meetings; and assist the Chairman in conduct of Meetings
- iii. Assist the Board with annual review of Governance Policies including the Terms of Reference of each Sub Committee
- iv. Assistance to the Board in review and establishment of Governance Policies and the Model Rules of the Association
- v. Preparation of the Annual Report and organising the AGM
- vi. Assistance to the Board in its annual review of performance under its Strategic Plan and in the annual review and development of the Plan for the forward years. Drive the implementation of the Strategic Plan.
- vii. Providing current advice to the Board on the legal framework and legislative change and developing and maintaining systems to achieve legislative compliance pertinent to its operations.
- viii. Provide Information and assist the Governance Committee in the annual review of the Schedule of Delegations
- ix. Reporting, advice and support to the Board in meeting the Governance Standard (Standard 8) of the Aged Care Quality Standards, including communication of all risks and issues.
- x. Implement Board policies and procedures and build support for Board decisions among staff and other stakeholders.

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**5c) Regulatory Compliance**

- i. Ensure that systems are in place to identify and comply with all relevant legislation, regulatory requirements, professional standards and guidelines.
- ii. Ensure that all legislation, standards, regulations and guidelines that apply to the activities of the organisation are clearly identified and communicated to Board Members and staff as necessary.

**5d) Human Resource Management**

**Be responsible for the overall management and development of all staff at Havilah; including**

- i. Identify and comply with the requirements of legislation, regulations and standards compliance where they directly impact on the activities of staff members
- ii. Ensure that staff have their performance formally reviewed on a regular basis
  - Ensure that communication processes are in place to allow staff to contribute to the effective operation of the hostel; and to keep staff up to date on planning and quality development
- iii. Have mechanisms in place for addressing industrial issues, disputes and grievances
- iv. Provide for Education and Staff Development to ensure that staff have the appropriate knowledge and skills to perform their roles effectively
- v. Ensure that Position Descriptions and Duties Lists are in place for all positions
- vi. Ensure that that documented policies and procedures are in place for all related issues

**5e) Customer Service**

- i. Ensure that there are systems and mechanisms are in place for feedback and complaints, including
  - a. residents/families are encouraged and supported to provide feedback
  - b. ensuring that appropriate action is taken and an open disclosure process is used when things go wrong.
  - c. that feedback and complaints are reviewed and used to improve the quality of care and services.
- ii. Carry out resident/advocate surveys on at least an annual basis
- iii. Arrange the production of Resident/Advocate Newsletter/s

**5f) Financial Management**

**Note:** Currently the bulk of practical work involved under 5f) i a-e, is under the responsibility of the Director of Finance, and 5f) f under the responsibility of the Director of Care.

- i. Responsible for the overall Financial Management of the hostel; including
  - a. Payroll, Debtors, Creditors, General Ledger
  - b. Preparation and presentation of Annual Budget
  - c. Preparation and presentation of periodic Budget Reports
  - d. Preparation and presentation of Annual Report and Financial Statements as per Australian Accounting Standards
  - e. Submitting the various annual and periodic returns to Government and Government Agencies.
  - f. Maintain maximum funding levels
  - g. Ongoing monitoring and adjusting of expenditure in line with downward variances in income.

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**5g) Information Systems**

- i. Ensure that systems for collection and storage of information are in place that observe the privacy, dignity, confidentiality and security needs of residents and staff
- ii. Ensure that systems are in place for the consistent storage, archiving, access to and destruction of all types of documents
- iii. Ensure that information collected is timely, reliable and valid and meets reporting requirements

**5h) Resident Security of Tenure**

- i. Ensure that residents are consulted and informed in relation to the delivery of services relevant to them including in relation to security of tenure, the Charter of Aged Care Rights and Responsibilities and Open Disclosure.
- ii. Ensure the confidentiality of residents' records and personal information
- iii. Ensure that each resident (or his or her representative) is aware of all fees and charges and services that are available to them
- iv. Ensure that each resident (or his or her representative) is aware of the avenues for comment and complaint and that they are able to comment or complain without fear of reprisal

**5i) Quality Assurance**

- i Overall responsibility for Havilah's QA System
- ii Drive and evaluate Continuous Improvement using processes such as Incident Reporting, Feedback and Complaints, Internal Audits, ideas put forward for continuous improvement, Questionnaires and QA Meetings .
- iii Develop new processes (surveys, audits etc) to enhance Havilah's Continuous Improvement Program and to ensure resident care and staffing are managed within a quality environment

**5j) Occupational Health & Safety/Emergency Planning**

- i. Provide a safe working environment; by
  - 5b)**Involvement in identifying and resolving OH&S issues
  - 5c)**Ensure an effective Hazard Alert System is present and operating within the hostel
  - 5d)**Ensure an effective Incident Reporting mechanism is present and operating within the hostel
  - 5e)**Maintain hostel equipment and training staff in its use
  - 5f)** Provide resources annually for Occupational Health and Safety and Emergency Systems
  - 5g)**Actively work to provide an environment and safe systems of work that minimise fire, security and emergency risks

**5k) Other**

- i. Fundraising  
Drive the hostel's ongoing and essential fundraising program including increasing philanthropic support
- ii. Public Relations and Marketing  
Maintain high occupancy levels within residential care and retirement living  
Promote Havilah in a consistently positive manner, maintaining public awareness of the benefits of Havilah to the community and the services we offer by use of the media, public speaking etc.

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**6. PROFESSIONALISM:**

- i. Able to command respect and confidence from all stakeholders
- ii. Build teams and develop partnerships
- iii. Manage Staff in an empowering environment
- iv. Encourage diversity
- v. Discipline Staff effectively.
- vi. Recommend/initiate innovations with work practices
- vii. Act as a resource person, sharing current information and empowering staff to implement accepted practices.
- viii. Be compliant and consistent in regulating the rules and policies Havilah.
- ix. Maintain a sound knowledge of the Aged Care Act, the Aged Care Principles, the Aged Care Quality Standards and other relevant legislation.
- x. Maintain detailed knowledge of the ACFI or any subsequent funding tool.
- xi. Demonstrate respect and sensitivity regarding wishes of residents, family, visitors and staff and a willingness and ability to resolve concerns.
- xii. Demonstrate a professional demeanour at all times.
- xiii. Provide a collaborative work environment for all staff.
- xiv. Work with management team, staff and residents to resolve issues, develop new policies and procedures and implement effective work systems relevant to legislation, regulations and the Aged Care Quality Standards.

**7. CONFIDENTIALITY:**

The hostel Confidentiality Policy must be adhered to at all times.

Failure to observe this requirement may be regarded as misconduct warranting termination and incur liability to penalty pursuant to the Health Services Act, Vic.

**8. COMMUNICATION:**

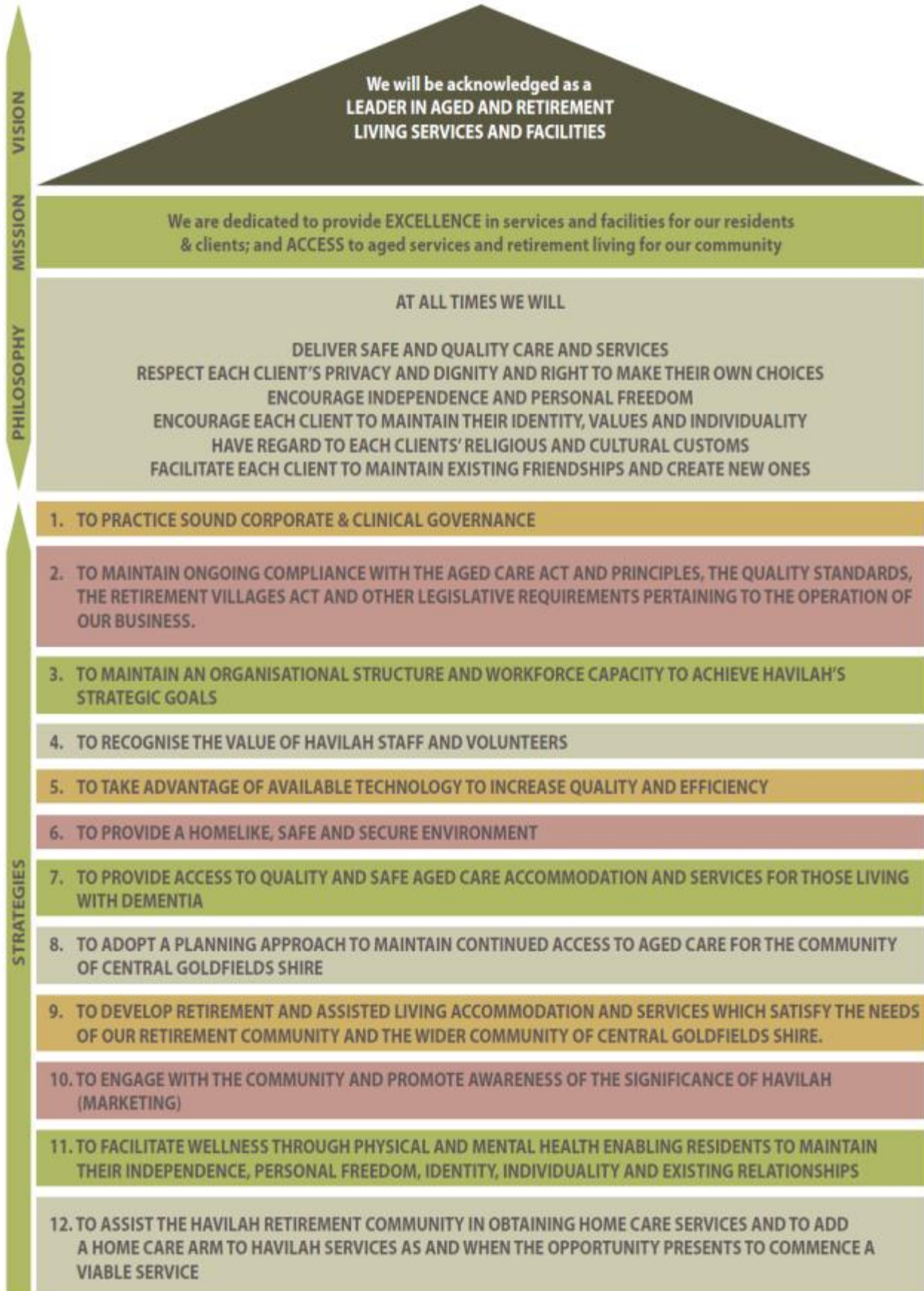
- ii. Communicate effectively and with respect and sensitivity with residents, staff, management, families, visitors and other health professionals.
- iii. Open channels of communication are maintained at all times between residents, relatives and staff regarding the care of residents.
- iv. Complaints by residents are dealt with immediately
- v. All legal documentation requirements are upheld at all times and promoted to all staff.
- vi. Implement relevant communication strategies to address issues and ensure staff knowledge and understanding of changes.

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**9. ORGANISATIONAL RELATIONSHIPS:**

Position Reports to -	Havilah Board
Responsible for -	All Staff, Volunteers and Contractors
Internal Liaisons -	Residents and Advocates Board Members Management Team Auxiliary Volunteers Contractors Other Staff Members
External Liaisons -	Peak Bodies Government Departments Unions Health Professionals Hospitals and other Medical Facilities Other Aged Care Facilities Residents' Families and Friends Community Members Community Organisations Church Groups and Ministers Media Local Government Aged Care Services inc. Social Support

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APPENDIX 1 – Strategic Diagram**



**HAVILAH HOSTEL INC.  
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APPENDIX 2 – Organisational Structure**

**HAVILAH HOSTEL INC  
ORGANISATIONAL STRUCTURE**

