

Position Description

Effective from: February 2024

Position Title:	Chief Executive Officer
Service Location:	Murray Haven Homes
Division	Executive
Reports To:	Chairman – Board Of Directors, Murray Haven Homes
Direct Reports:	Operations Manager Director Of Care Finance Manager Executive Assistant Workplace Relations Advisor
Risk Assessment – Aged Care Quality Standards	This role has been assessed as a risk assessed role under the NDIS (Practice Standards – Worker Screening) Rules 2018
Position Requirements: <i>(tick required)</i>	Mandatory: (all roles) ✓ Police Check ✓ 3 x Covid 19 Role Specific: (Risk Assessed) ✓ NDIS Work Screening ✓ Drivers Licence
Immunisation Category:	Category C - Recommended - Measles, Mumps, Rubella
Key Contacts:	Relevant government departments All Murray Haven Homes external community and organisation stakeholders All key regional partners and stakeholders
Probation Review:	During the first 6 months of employment
Performance Review:	Annual requirement. Note: Year 1 will be 6 months post end of probation and thereafter by the anniversary date
Our Vision, Mission and Values	
OUR Vision	Murray Haven Homes will be a pre-eminent provider of remote regional aged care, embedded in the local community, supporting ageing people in living a full life in the community and while in care. Care will be a seamless mix of hospitality and clinical support that consistently targets the needs of each consumer and their family and supporters.
OUR Mission	We work together to provide safe, high-quality care that improves the health and wellbeing of the diverse communities we live in
OUR VALUES	Respect Empowerment Integrity Innovation Learning as you work and live Excellence in Care

Overview

Murray Haven Homes is a 55-bed residential care facility located in Barham NSW.

Murray Haven Homes is a community-based organisation managed by a volunteer board of passionate locals. It has been in operation for 42 years and was the vision of a dedicated group of locals who knew that Barham and district needed this type of facility.

Located on the Murray River, Barham is a vibrant community with many services including licenced club, hotels, cafes, newsagency and numerous motels. It is a 300 Km drive to Melbourne and within an hour of Echuca and Swan Hill. There is a direct daily bus service to Melbourne from Barham. Shared facilities within Murray Haven Homes include gardens, secure courtyards, large lawn areas as well as dining rooms, fully equipped lounges and other common areas that can be used for family functions and events. Murray Haven Homes also has a bus that can be used by families for social outings and other appointments. There is Wi-Fi throughout the facility that the more tech savvy residents can use.

With a dedicated team of staff including Registered Nurses, Enrolled Nurses and Personal Care Assistants, Murray Haven Homes is well placed to ensure full and personalised care. We have an ongoing training partnership with Dementia Training Australia and are always looking at innovative ways to improve our care. Our recent Git Up challenge saw our site get Facebook coverage all over the world.

Role

The position of Chief Executive Officer (CEO) at Murray Haven Home is founded on a sound relationship between the Board and the incumbent in this role. Responsibility for implementing the strategic direction and ensuring effective governance and effective strategic and operational performance and management of the organisation are key to the success of this role. The role will ensure clinical, administrative and financial frameworks underpin service delivery and comply with relevant legislation, standards and governance systems.

The CEO is responsible for the day to day operational management of Murray Haven Home and works in accordance with the delegations provided by the Board.

Key Performance Indicators

- Conducts themselves at all times in accordance with the Murray Haven Home Values and with the Aged Care Code of Conduct.
- Effective Financial Management and compliance with Board and legislative requirements
- Implementation of Strategic Plan
- Achievement of accreditation and quality and safe care in accordance with relevant frameworks and governance systems
- Workplace culture reflects safety and quality improvement as measured by surveys and feedback
- Maintain positive relationships and partnerships with Commonwealth, State, Regional and local partners and stakeholders
- Investigates, plans and project manages the acquisition of appropriate Aged Care facilities within the district. (after successful probation period)

Duties List

Leadership:

- Develop and sustain a positive relationship with the Board of Management of Murray Haven Home
- Lead and manage the development of Murray Haven Home broad strategic direction with respect to existing and future services and facilities, responding to external environments as appropriate.
- Establish and ensure that community and consumer engagement strategies are clearly developed, communicated and implemented
- Ensure effective relationships are developed and maintained with local politicians, local Government and senior decision makers.
- Embed Murray Haven Home values throughout the organisation
- Establish and maintain a climate of trust, confidence and teamwork with the Board
 - A cooperative and harmonious approach is demonstrated

- The Board is kept informed of all significant issues
- The Board resolutions are implemented within timelines

People and Culture:

- Responsible for the oversight of the development of workforce retention strategies focused on personal and professional growth.
- Ensure that the entire workforce at Murray Haven Home is equipped to deliver the strategic goals of the organisation by managing, coaching and supporting direct reports to the position.
- Strengthen the personal and professional growth of staff through the development of Murray Haven Home as an organisation that values innovation and learning.
- Through strong leadership contribute to a high-performance culture where staff are supported and engaged.
- Meaningfully interpret and communicate the organisation's strategic direction and assist to create innovative work practices to assist staff with the change process.
- Lead by example in undertaking CEO annual performance reviews with the Board and provide regular supervision, training opportunities, coaching, mentoring and guidance to direct reports.
- Ensures that the Registered Nurse Coverage at Murray Haven Homes is always a priority for safe Resident care.

Deliver Results:

- Contribute to the organisational strategic planning process by planning, setting and monitoring clear targets for the team and ensuring that projects are linked to the goals of the organisation's strategic plan.
- Contribute to all clinical/ non-clinical reporting including qualitative and quantitative analysis as required accurately and within time constraints.

Quality, Safety and Risk:

- Lead and manage a comprehensive clinical governance quality and safety system.
- A quality management culture is demonstrated and continuous improvement programs are implemented.
- Quality strategic initiatives are developed and implemented in accordance with the Strategic Plan
- A clinical governance strategy for Murray Haven Home is developed and maintained.
- Sound quality, safety and risk management practices are clearly defined, implemented and evaluated
- Appropriate and accurate quality, safety and risk reports are provided to the Board, identifying significant variations and recommend actions to enable the board to make informed decisions.
- Lead and contribute to the delivery of consumer focused health care providing a standard of excellence in customer service.
- Ensure that systems and processes are in place and comply with relevant Acts and Regulations, By-Laws and other policies, procedures and protocols.

Financial Management:

- Ensure prudent and effective financial management in compliance with Board and legal requirements.
- A financial management strategy for Murray Haven Home is developed and maintained.
- Sound financial and asset management practices are implemented.
- Appropriate and accurate financial reports are provided to the Board, identifying significant variations and recommend actions to enable the board to make informed decisions

Compliance:

- Comply with all delegated authorities and limits and actively communicate any problems, changes or issues.
- Ensure all facility activities comply with quality, risk, OH&S and other legislative requirements there are when implementing systems, processes and practices.
- Ensure all Charity details are always updated on the various ACNC and Aged Care and ASIC Registers.

Innovation:

- Demonstrate strong problem-solving skills, including the ability to develop new processes and make improvements to processes and services.
- Embrace opportunities for new and service reform and develop relevant submissions in partnership with key stakeholders and service providers to enhance organisation performance and health care
- Develop Murray Haven Home physical infrastructure to cater for projected service demand.

Collaboration:

- Develop a collaborative and effective team by communicating meaningful information regularly.
- Manage professionally and in a timely manner any issues associated with working together such as dealing with differences, conflict, shared goals and team morale.

- Ensure that ongoing development of Murray Haven Home is clearly communicated and implemented.
- Strengthen and develop relationships with partners and other health services and agency providers to increase Murray Haven Home business and service opportunities.

Key Selection Criteria

Mandatory:

- Satisfactory National History Criminal Check prior to commencement of employment (less than 6 months old)
- Satisfactory National Disability Insurance Scheme (NDIS) Worker Screening Check prior to commencement of employment
- Evidence of full immunisation against Covid-19
- Immunisation in accordance with Infection Control Guidelines
- A current Drivers Licence

Essential:

- Demonstrated senior leadership experience in the Australian Aged Care or Health Care sector preferably with experience in working with a Board.
- Qualifications in a health related field with management qualification.
- A proven record of having successfully managed diverse business functions such as finance, budgeting, marketing, human resources, capital projects, risk management and change management activities etc.
- Excellent interpersonal, communication and organisational skills.
- Demonstrated ability to think commercially and identify ways to achieve and manage growth and contain costs.
- Contemporary and detailed knowledge of the funding and Quality Standards and the current trends affecting the Aged Care Sector in Australia.
- Demonstrated experience in the effective management of corporate and clinical governance, risk and resident safety strategies.
- Demonstrated ability to define and clearly communicate vision and strategy and to ensure the vision is effectively translated into clear business goals and objectives.
- Strong computer skills including ability to utilise Microsoft Office products ie. Outlook, Word and Excel.

Desirable:

- Previous experience related to this position.
- Understanding of emergency management in a rural health setting

Occupational Health and Safety (OH&S)

Under the NSW WHS Act, employers have a responsibility to protect the health and safety of their employees while at work. Employers may put in place procedures and work practices and provide information, training and supervision to meet that responsibility. Murray Haven Home Employees are expected to support and comply with safety mitigation by:

- Following the workplace safety policies and procedures
- Attending health and safety training follow the instructions and advice provided
- Using equipment supplied by the employer, such as, but not limited to, adjustable workstations or personal protective equipment [PPE] such as safety boots, hearing protection or high-visibility vests as instructed
- Work in a safe manner at all times, take reasonable care to not affect others health and safety
- Seeking guidance and direction on safe use of new equipment and modified work practices
- Assist in the prevention of risks and hazards to workplace health and safety by notifying immediately of any hazards

Infection Control/Immunisation

An effective, integrated organisation-wide Infection Control Program is dependent upon the support, recognition, motivation, commitment and integrity of all employees. All employees have a responsibility to maintain infection prevention and control knowledge levels commensurate with the requirements of the position description and to adhere to the organisation's Infection Control Prevention and Control policies and procedures at all times.

NB: Persons born before 1966 do not require screening for MMR & Varicella

Education

Murray Haven Home is committed to education. All employees have a responsibility to undertake their own professional development and actively participate in the education of others. Mandatory Education is compulsory. Inter-professional education is strongly encouraged and supported and is integral to our organisation.

Health and Wellbeing

The health and wellbeing of employees is a priority for Murray Haven Home. Murray Haven Home provides an environment that promotes and nurtures the physical, mental, emotional and social wellbeing of all individuals.

Murray Haven Home requires all employees to commit to:

- Gender Equity
- Partaking in the promotion of the health and wellbeing of employees
- Contributing to an inclusive and health promoting environment
- Demonstrate our values and approved above line behaviours
- Abide by the Aged Care Code of Conduct
- Promote a safe working environment
- An organisational culture that promotes positive mental health and wellbeing through supportive leadership, employee participation and shared decision making

Confidentiality

Confidentiality is a matter of concern for all persons who have access to personal information about patients, clients, residents or employees of Murray Haven Home. Employees must understand and accept that in accessing this personal information they hold a position of trust relative to this information. In recognising these responsibilities employees must agree to preserve the confidential nature of this information. Failure to comply with this agreement may result in disciplinary action, up to and including termination of employment.

Quality and Risk Management

To ensure resident safety and quality of care, employees are required to:

- Meet appropriate professional standards; participate in quality improvement activities; comply—with policies, procedures, practices and organisational goals and objectives of Murray Haven Home
- Report any identified risks to management for inclusion on the Murray Haven Home Risk Register and ensure action to reduce risk is undertaken.
- Abide by the Code of Conduct for Aged Care sector.

Equal Opportunities

Murray Haven Home is an equal opportunity employer that welcomes cultural diversity and Aboriginal and Torres Strait Islander candidates are encouraged to apply for roles.

Murray Haven Home has zero tolerance for elder abuse and is committed to acting in the best interest of people in our care. We promote cultural safety and participation of Aboriginal people, people of cultural and linguistic diversity and those with disabilities to keep them safe at all times.

Murray Haven Home confirms the right of all persons regardless of gender, culture or creed to live in a family or domestic relationship free of fear of violence abuse or intimidation.

Special Requirements

- A completion of pre-existing injury or illness declaration will be required prior to appointment to the position.
- All employees of Murray Haven Home are bound to work according to the policies and procedures of Murray Haven Home, the Enterprise Agreements that provide their terms and conditions of employment, any Scopes of Practice and professional codes of conduct established for your profession, the Code of Conduct for the Aged Care sector and the provisions of the Fair Work Act, as amended from time to time.
- All employees are required to familiarise themselves with these Policies and Procedures, Agreements, Scopes of Practice, Codes of Conduct and the relevant provisions of the Fair Work Act particularly those which relate to working harmoniously with other staff.

Inherent Requirements

Murray Haven Home has a duty of care to all staff. The purpose of this section is to ensure that you fully understand and are able to perform the inherent requirements of the role (with reasonable adjustments if required) and that you are not placed in an environment or given tasks that would result in risks to your safety or the safety of others. Below is a list of inherent requirements for this role. This is not an exhaustive list.

Non-Clinical roles may require the following tasks:

Manual Handling (pushing, pulling and lifting)
Sitting, standing, bending, reaching and holding
General clerical, administration work, computer work
Use of personal protective equipment and handling of general waste
Exposure to substances and hazardous materials
Work at other locations may be required
Shift work in some roles
Driving motor vehicles
Dealing with anxious or upset consumers or members of the public
Exposure to traumatic events including violence and aggression

Manager roles may require the following tasks in addition to the above:

Dealing with performance of staff within their team
Understanding budget and EFT requirements to meet safe patient ratios
Understanding delegations and authorities associated with the role
Exposure to traumatising events eg Staff experiencing family violence or Occupational Violence

Incumbent Statement

I acknowledge that:

- I have read and fully understand the Position Description and Inherent Requirements of the position.
- I agree that I have the physical ability to fulfil the inherent requirements of the position, and accept my role in fulfilling the responsibilities, activities, duties and generic position requirements.
- I understand that the information provided is a general outline and may not encompass every aspect of the position.
- Murray Haven Home may alter the duties of this position description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- I understand that this is separate to the Employment Agreement that I will sign, outlining the terms and conditions of my employment.

Employee Name: **[candidate_name]** Signature: **[acceptance_status]** Date: **[acceptance_date]**

Board Chair Name: _____ Signature: _____ Date: _____