



# Candidate Information

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Executive Manager Quality  
Outcomes & Innovation

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**Shepparton**  
Villages





## About Shepparton Villages

Shepparton Villages is a unique community-based organisation that started as a dream in 1963 through the Rotary Club of Shepparton. A leader in aged care, we are one of the largest local employers.

Our commitment to providing quality care and services, and affordable facilities reflects our dedication to supporting the elderly in our community.

We are a community-focussed, not-for-profit organisation with an honorary Board of Directors and employ more than 500 staff across three locations.

SRV is responsible for the delivery of care across 286 residential aged care beds, 272 independent living units and 50 aged care packages. Services are delivered across 3 campuses; however, our care packages are delivered across Shepparton and the region.

**Rodney Park based in Mooroopna, consisting of:**

- Mooroopna Place: 101 bed residential aged care facility
- 93 Independent Living Units

**Kialla Gardens based in Kialla, consisting of:**

- Banksia Lodge: 65 bed aging in place residential care facility
- 109 Independent Living Units

**Tarcoola based in Shepparton, consisting of:**

- Administration
- Maculata Place: 120 bed residential care facility
- 70 Independent Living Units
- Support at Home Program



## Goulburn Regional Living

The Goulburn region is home to vibrant communities, fertile soils and a pleasant climate.

If you're considering a tree or river change then you owe it to yourself and your family to explore what Moira Shire has to offer.

Comprised of the towns of Cobram, Nathalia, Numurkah, Tungamah and Yarrawonga, resource-rich Moira Shire hugs the majestic Murray River and is itself embraced by a wonderful warm climate—as warm as the friendly people here.

Significant agriculture, retail, tourism and manufacturing sectors underpin a surging local economy and strong job market, with particular strength in dairy and food processing. And of course, there's no end of family-friendly adventures to be had among the shire's natural wonders.

### At a glance

- Population  
30,018
- Nearby Regional City  
Wodonga.  
Shepparton  
Wangaratta
- Surrounding Towns  
Cobram  
Nathalia  
Numurkah  
Tungamah  
Yarrawonga
- AVERAGE TEMPERATURE  
Summer: 14.3°C - 29.7°C  
Winter: 3.9°C - 14.1°C



## About The Role

The Executive Manager Quality Outcomes and Innovation is responsible for the leadership and management of the organisation's high-quality outcomes, ensuring that all SRV residential care facilities meet Accreditation, and that innovation of practice is forefront of practice at all levels at SRV.

This position is instrumental to the success of the organisation achieving its strategic goals, assessing, planning, implementing and evaluating management and leadership directions that result in delivery of quality care.

Key priorities of this position include:

- Ensuring SRV meets and exceeds the NDIS & Aged Care Quality Standards and maintains these accreditations.
- Developing and implementing systems and processes that monitor the quality of resident & client care and identifies and addresses risks and gaps
- Managing the development, review and version control of policies and procedures across organisation
- Work in partnership with the Executive Manager Care Services to ensure all quality outcomes are implemented and met.
- Preparation and presentation of various reports to the Board Quality & Clinical Governance Committee
- Management of SRV's risk register, reporting to the Quality & Clinical Governance Committee
- Coordinating and conducting scheduled pre-accreditation audits and lead accreditation visits
- Enacting the requirements of the Emergency Management Committee with a focus on outbreak management
- Identification, development and implementation of innovative processes and systems that move the organisation from a culture of compliance to that of quality
- Provide the CEO with advice on all matters relating to quality and compliance, with a focus on pro-active risk management



## Key Selection Criteria

### Essential:

- A division one Registered Nurse holding a current Registration Certificate as required by AHPRA.
- A background gained in working in a clinical leadership role in a Residential Aged Care Home
- Excellent working knowledge of the current and proposed Aged Care Standards, National Disability Standards and the accreditation process for aged care residential and home care programs
- Experience developing systems and processes that measure quality against standards
- Experience in leading internal audits and external accreditation audits and responding to unannounced visits by the Aged Care Quality & Safety Commission.
- Ability to manage non-conformances and rectifications in both clinical and non-clinical areas of operations
- Expertise in managing policy and process development and managing an online policy platform
- Self-motivated with high level of communication, organisational and time management skills
- Understanding of quality, risk identification and management and CQI within a health or aged care setting
- Demonstrated innovative approaches and leadership experience
- Excellent computer skills especially in Microsoft office suite with experience utilising computer record systems
- Ability to problem-solve medium to high level of complexity issues and know when is appropriate to escalate
- Clear working knowledge of the Aged Care Act and accreditation requirements
- Demonstrated understanding of the aged care reform agenda
- Ability to oversee and implement the activities of SRV's Quality Care Advisory Body
- The ability to manage competing priorities and deadlines
- To have the ability to deputise for the Executive Manager Care Services during periods of leave

### Desirable

- Post Graduate Qualifications in health management or field relating to Quality and Accreditation
- Experience of successfully developing and implementing new innovations in aged care/health care setting

## Remuneration

The role is Full Time.

A fixed-term three (3) year contract with a competitive remuneration package dependent on experience and qualifications will be negotiated with the successful applicant.

The TRP is inclusive of:

- Base Salary (\$160K)
- Superannuation
- Fully maintained vehicle

Other benefits:

- Salary packaging benefits
- Relocation support

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## How to Apply

Applications should include a:

- Covering Letter
- Current CV
- Statement addressing the Key Selection Criteria; and
- Completed Application Form (available on the HRS website).

Applications can be lodged online via the HRS web site or by email at:  
**hrsa@hrsa.com.au**

**Applications Close: September 30th 2024**

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## Further Information

John Cross  
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**The kind of  
expertise that  
only comes  
from years of  
experience.**

