

Position title:
Executive Manager Quality Outcomes and Innovation
Position reports to:
Chief Executive Officer
Background

Shepparton Retirement Villages (SRV) is a not-for-profit community-based organisation that was founded by the Rotary Club of Shepparton in 1968. Since that time SRV has become the largest provider of aged care services in the Shepparton region.

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. The 3 campuses are:

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

Role Statement

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

Reporting Statement/ Working Relationships

The Executive Manager Quality Outcomes and Innovation reports directly to the Chief Executive Officer. Positions reporting directly to the Executive Manager Quality Outcomes and Innovation include:

- Infection Control Coordinator (.5EFT)
- Quality Administration Officer (.5EFT)
- Quality Business Partner & Covid Lead (1 EFT)
- Quality Business Partner & Feedback Lead
- AN-ACC Manager

This position works collaboratively with the Executive team, middle managers and staff in the identification and delivery of resident and consumer care needs.



Additional Information

All staff within Aged Care Facilities work as members of a team and tasks are divided between team members. Facilities operate on a 24-hour basis and all staff are required to work variable shifts. The requirement for flexibility of work location, willingness to work varied shifts and occasionally at short notice is considered of utmost importance to the smooth running of the facilities at Shepparton Villages Inc.

Key Selection Criteria



Qualifications/Skills:

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



Additional Information

- A police check/criminal record and NDIS checks are required prior to employment and periodically during employment
- All employees are required to be fully COVID vaccinated in accordance with Victorian Government directives or must be able to provide appropriate medical exemption documentation
- Working across all sites, is required.
- The probationary period for this position is 6 months
- Some afterhours work will be required to attend Board meetings
- The position will be required to be on call as part of an Executive on-call roster

Key Result Areas	Key Activities	Standard Measures
Actively identifies and improves the quality of the care we deliver to our residents.	<ul style="list-style-type: none"> Ensures that quality and standards of resident care are met. Develop, implement, and evaluate systems and processes that evaluate services against the Aged Care Quality Standards by: <ol style="list-style-type: none"> Development of continuous quality plans Development and implementation of audits and surveys. Provide reports to management that are outcome focused and risks are identified and managed utilising a risk framework. Ensure that Clinical and Quality policy and procedures are of best practice and translated into practice through appropriate education programs. 	<ul style="list-style-type: none"> 100% Accreditation compliance All facilities are continually compliant with the Aged Care Accreditation outcomes All services have a current and active CQI plan Audit systems are in place and risks are responded to in a timely and effective manner Audits are scheduled, conducted and outcomes are reported, monitored and issues are resolved All reports are provided to management in an effective and timely manner. Clinical and Quality policy and procedures are in-place and reviewed to ensure best practice. Staff training is compliant with the Aged Care Standards, organisational needs and our defined key performance indicators.
Actively monitors budget to ensure ongoing viability.	<ul style="list-style-type: none"> Ensures cost effective education and quality programs Ensure the resources are effective but efficient 	<ul style="list-style-type: none"> AN-ACC revenue is maximised to help meet the changing needs of our residents Budgetary key performance indicators are met Education and systems are of best practice.
Ensure Care is of Best Practice	<ul style="list-style-type: none"> Leads and maintains professional knowledge of contemporary aged care trends and clinical practice. Participate and lead relevant committees and attend relevant conferences Maintain own professional development Ensure all education is translated into practice and improves the quality of life of our residents 	<ul style="list-style-type: none"> Demonstrates contemporary clinical nursing and aged care competencies Lead and manage the following committees: <ul style="list-style-type: none"> Provide Quality Reports to EMCS for Care Managers Quality Committee Oversee Infection Control Committee Attendance at seminars and professional development opportunities Able to demonstrate that the quality of life of our residents has improved through the use of quality-of-life assessment tools.

Key Result Areas	Key Activities	Standard Measures
Formulate and implement strategies, policies and initiatives that assist the organisation meet its strategic goals	<ul style="list-style-type: none"> • Develop strategic and operation plans for the Quality, Risk and Compliance unit • Work in collaboration with the Board of directors regarding contemporary provision and management of quality, Risk and compliance • Provide advice to management and the Board particularly in the area of Aged Care Accreditation Standards • Participate in the planning, development, implementation and evaluation of the Shepparton Villages philosophy, objectives and policies • Plan, coordinate and direct major projects • Promote and monitor quality improvement activities and ensure compliance with Accreditation and Aged Care Outcome Standards. • Ensure that the organisations risk registrar is updated on a regular basis 	<ul style="list-style-type: none"> • The strategies, policies, and initiatives: <ul style="list-style-type: none"> ○ Assists the organisation in meeting the strategic goals ○ Provides effective care outcomes, ○ Drives innovation, ○ Maximises resource efficiencies, and ○ Meets compliance and legislative obligations ○ Risk Registrar is updated on 1/4/y basis
Promotes and implements individualised, resident focused care that reflects the persons values and beliefs	<ul style="list-style-type: none"> • Promotes a resident focused approach in all activities and behaviours. • Involves the resident in their care. • See the resident as a person. • Treat the resident as an individual. • Includes resident’s beliefs and values in care plan. • Activities are resident focused based on input from residents. • Structures in place to ensure resident confidentiality are maintained at all times. 	<ul style="list-style-type: none"> • All documents utilise a language that adheres to the values of Shepparton Retirement Villages • Care reflects an extension of the resident’s prior lifestyle. • Communication reflects respect and a non-paternalistic manner.
Demonstrate and uphold the mission, values, foundation of care and vision of Shepparton Villages	<p>Ensure that the values of Shepparton Retirement Villages are incorporated into daily practices in relation to all your activities.</p>	<ul style="list-style-type: none"> • Demonstrate behaviours of choice, respect, care, passion and teamwork at all times while interacting in an employed capacity. • That you enrich the lives of the people in your care • That you treat all with respect, dignity and understanding and that every resident is offered choice and is encouraged to exercise their independence. • That you treat all (including staff) with integrity and openness and are

Key Result Areas	Key Activities	Standard Measures
		<p>responsive to the needs of all who use, visit or work in our programs</p> <ul style="list-style-type: none"> • That you value the environment in which you work and use resources effectively and efficiently. • That you deliver quality care which is off best practice. • That you ensure that education and quality is continually reviewed and evaluated. • That you ensure that resources are utilised effectively and efficiently
Comply with Aged Care Code of Conduct	<p>Ensure you must:</p> <ul style="list-style-type: none"> • act with respect for people’s rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions • act in a way that treats people with dignity and respect, and values their diversity • act with respect for the privacy of people • provide care, supports and services in a safe and competent manner, with care and skill • act with integrity, honesty and transparency • promptly take steps to raise and act on concerns about matters that may impact the quality and safety of care, supports and services • provide care, supports and services free from: <ul style="list-style-type: none"> ○ all forms of violence, discrimination, exploitation, neglect and abuse or ○ sexual misconduct and • take all reasonable steps to prevent and respond to: <ul style="list-style-type: none"> ○ all forms of violence, discrimination, exploitation, neglect and abuse or ○ sexual misconduct. 	<ul style="list-style-type: none"> • Demonstrate behaviours of care, respect, integrity, honesty, non-discrimination and transparency at all times: <ul style="list-style-type: none"> ○ towards all our consumers including prospective or former consumers and their representatives, family members, carers etc ○ including outside work hours and when providing care and services away from the premises of Shepparton Villages • breaches of the Code of Conduct may result in enforcement or compliance action against myself or the Shepparton Villages.

Key Result Areas	Key Activities	Standard Measures
Adheres to all Health and Safety requirements for self, colleagues and residents	<ul style="list-style-type: none"> • Ensure that health and safety is at the forefront of your mind and actions and that you operate only in a safe manner at all times. • Read H&S Policies and Procedures and follow principles in work practices. • Report incidents and hazards promptly using the appropriate paperwork. • Practice safe handling and use of chemicals. • Use protective equipment and clothing when using chemicals. • Practice the principles of personal hygiene and presentation 	<ul style="list-style-type: none"> • Prevention - reporting areas of concern, in an appropriate manner, without delay. • Ensuring incidents, hazards and near misses are reported immediately and all paperwork is correctly completed and in a timely manner. • Demonstrates an understanding and commitment to H&S policies and procedures. • Demonstrates a sound knowledge and application of the hazard reporting system. • Evidence of safe storage and usage of chemicals • Protective clothing and equipment is used when required as per the SRV policies and procedures. • Evidence of good presentation is observed
Be an effective team member	<ul style="list-style-type: none"> • Work collaboratively with others in order to capture resident's needs. • Assist and support colleagues in a manner that is empowering. • Promote positive culture through active engagement in the workplace through concepts of • Choose your attitude • Be there for all • Make their day, have fun 	<ul style="list-style-type: none"> • Other care workers and the Facility Managers are consulted in relation to the residents needs • Seeks input from other staff members • Is considered a proactive, efficient, friendly and approachable team member
Use resources efficiently and effectively.	<ul style="list-style-type: none"> • Develop or use programs that maximize the use of Shepparton Villages resources 	<ul style="list-style-type: none"> • Resources are maintained and used appropriately to ensure maximum efficiency

Key Result Areas	Key Activities	Standard Measures
Effective Communication	<ul style="list-style-type: none"> Participate in and lead relevant committees Promotes and actively demonstrates open honest communication with excellent listening and verbal and nonverbal skills. Written communication is at a level relevant for the role. Maintains resident's confidentiality at all times. Promotes Shepparton Villages in a positive manner at all times. 	<ul style="list-style-type: none"> Committees are focused, and outcome driven Staff and managers are engaged and feel listened to Operational, strategic and board reports are effective, timely, comprehensive and identify issues and risks Confidentiality is maintained and adhered to Appropriate behaviour is modelled at all times
Meet the needs of the organisation, residents and staff	Undertake any other tasks commensurate with the classification of this position	Meet the needs of organisation, residents and staff

Personal Competencies required	Job Competencies Required
◆ Consultative leadership style that promotes change, team participation and involvement	◆ Ability to work collaboratively with staff.
◆ Ability to work independently and as a team member.	◆ Demonstrated knowledge of the aged care sector and what is best practice in aged care.
◆ Strong interpersonal and communication skills.	◆ Extensive knowledge of the Aged Care Quality Standards, OH&S legislations and other and Acts as they pertain to all aspects of operating a Commonwealth funded aged care program.
◆ Ability to build rapport, negotiate and maintain effective relations with key stakeholders and balance multiple demands.	◆ Ability to participate to develop and implement systems and processes that monitor quality of a service both qualitatively and quantitatively and ensures compliance with the Aged Care Quality Standards.
◆ Demonstrated understanding of the links between the values, vision and mission of the organization and aged care.	◆ An ability to redesign services to meet resident expectations that are safe and of best practice.
◆ Highly developed analytical and report writing skills.	◆ Develop and implement quality systems that are of best practice;

◆ Capacity and flexibility to cope effectively with a diverse and demanding work agenda.	◆ Understanding of, and commitment to, customer focused service.
◆ Capacity to reflect on personal practice and understand organisational dynamics.	◆ Ability to ensure accurate and timely reporting.
◆ Ability to travel locally, regionally and, at times, interstate.	◆ Computer literacy (Microsoft Office, Microsoft Works, Microsoft Excel and Microsoft PowerPoint).

INHERENT POSITION REQUIREMENTS

Shepparton Villages has a duty of care to all employees. The purpose of this section is to ensure that you fully understand and are able to perform 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. This role may require the following tasks among other things.

Tasks		Occasionally (1 - 33%)	Frequent (34 - 66%)	Very frequent (67 - 100%)
Physical	Standing and walking	✓		
	Bending, kneeling, squatting, crouching	✓		
	Tasks involving manual dexterity	✓		
	Tasks involving pushing and pulling	✓		
	Lifting and carrying objects (as per our minimal lift policy)	✓		
	Computer work			✓
	Sitting for extended periods			✓
	Neck flexion/extension and rotation		✓	
	Driving motor vehicles/machinery		✓	
	Walking over uneven surfaces	✓		
	Handling unstable objects or people	✓		

Psychosocial	Dealing with distressed staff, residents, families and visitors	✓		
	Working with residents with cognitive impairments and associated behaviours	✓		
	Requirement to meet urgent timelines		✓	
	Exposure to distressing situations	✓		
Environmental	Slippery or uneven surfaces	✓		

I acknowledge:

- That I have read and fully understand this Position Description
- I agree that I have the 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.
- I agree that I will participate in a performance review six months after appointment and thereafter every two years with my Manager
- I will be required to work in accordance with Shepparton Villages Values and Behaviours, Code of Conduct and policies and procedures
- Shepparton Villages 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.

PRINT Name: _____

Signature: _____

Date: _____

Approved by:	Chief Executive Officer
Reviewed:	November 2022
Issued:	January 2023