

Position Description	
Position Title	Aged Care Manager
Department	RACF – GraniteHill
Responsible To	Chief Executive Officer
Direct Reports	Clinical Care Co-ordinators and Care staff Lifestyle Coordinator AN-ACC staff Quality Leader Infection Prevention Clinical Educators Admissions Coordinator Workforce rostering staff
Employee Type	Aged Care Registered Nurse
Wage Classification	
Agreement	Euroa Health Inc. Enterprise Agreement 2022

Position Summary:

The Aged Care Manager (ACM) is the most senior clinical staff member responsible for the oversight, leadership, and continuous improvement of nursing services for Euroa Health Inc. This position ensures clinical care delivery aligns with legislative requirements under the *Aged Care Act 2024*, professional standards, and the organisation's commitment to quality and safety. The ACM provides expert guidance to clinical teams, supports interdisciplinary collaboration, and plays a critical role in care governance by exercising due diligence and clinical accountability. The ACM contributes to the efficient and effective management of human, material and fiscal resource management according to strategic plan and budget.

ACM leads the delivery of high-quality, individualised care that is consistent with the Aged Care standards. This role is pivotal in ensuring that aged care services are safe, person-centred, culturally respectful, and evidence-based, fostering the dignity, choice, and independence of all residents.

In addition to clinical and operational leadership, the Aged Care Manager plays a vital role in fostering a positive, inclusive, and supportive workplace culture. They lead by example to ensure employee wellbeing, professional development, and team cohesion, contributing to high staff satisfaction and retention.

All staff of Euroa Health Inc. (EHI) are guided by the organisations values, policies and guidelines at all times.

The objectives of the role are, but not limited to:

- Ensures rights and responsibilities of participants and residents, follows up concerns raised by participants and residents or their families
- Ensures documented policies and procedures and an active continuous improvement program are in place to guide consistent contemporary professional care practice. And ensures these are monitored, assessed for effectiveness, reviewed and changed as required
- Human resource management including recruitment, selection, rostering, staff development and performance appraisal
- Lead a values-driven team culture focused on the organisation values
- Promote a positive and inclusive workplace environment that supports psychological safety, staff

wellbeing, and job satisfaction

- Encourage open communication, staff recognition, and a shared commitment to excellence in aged care
- Purchasing of supplies and equipment relevant to care of participants and residents and their environment
- Oversees AN-NAC documentation
- ACFR Care minute reporting
- Monthly reporting of Clinical Governance and Quality Indicators to Board
- Participates in the strategic planning of the organisation and the residential living environment
- All residents have an assessment of needs, and a care plan with goals and strategies to meet the identified needs, and documented exceptions to the care plan. Also participants and residents' records have documented evaluations of the care plans in partnership with the participants and residents /representative, according to each participant and resident's health status
- Efficient and effective resource management evidenced by;
 - Appropriate skills mix and staff rostered to provide maximum care minutes and service according to policies, procedures and regulations
 - Appropriate level of stock to meet participants and residents' needs. That is, no situations of out of stock items when required by residents, or justifiable reason
 - Expenditure reflects budget if not, there is evidence of justifiable variances
 - Timely progress toward meeting strategic and quality plan objectives
 - An appropriate staff education program
 - Prompt resolution of participants and residents/ family complaints
 - Staff appraisals have been completed annually and the staff development program reflects identified training needs
 - Positive and professional communication, reporting and documentation that is timely and accurate

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

Key Selection Criteria:

1. Current Australian Health Practitioner Regulation Agency - Registered Nurse Registration.
2. Minimum 5 years Clinical Nursing experience with 3 years in a leadership/management capacity in aged care or a related healthcare setting.
3. Extensive experience in aged care with a proven record of leadership in a multidisciplinary environment.
4. In-depth understanding of the Aged Care Quality Standards, accreditation processes, and aged care funding models.
5. Demonstrated ability to build and sustain a positive team culture that enhances employee engagement and resident care outcomes.
6. Demonstrated ability to build and maintain positive, professional relationships with external stakeholders—including families, clinical service providers, regulatory bodies, and community organisations—within a dynamic and at times challenging aged care environment.
7. Commitment to person-centred care, cultural safety, and continuous learning.
8. High level IT, written and verbal communication skills.
9. NDIS Workers Screening Check clearance
10. WWCC - Working with Children's Check clearance

Key Relationships:

Internal: CEO, Board, Clinical Care Coordinators, fellow Senior Managers, EHI staff, Volunteers, GPs and Allied Health contractors.

External: Residents, families, carers, Euroa Medical Practice, Allied Health consultants and other health care providers. Community of Euroa and wider community.

Key Organisational Requirements	
Best Care at EHI	EHI is committed to “Best Care”, which includes: • Achieving the Best Outcomes – Care that is Effective and Safe • Working together to provide the Right Care – Care that is Appropriate and Integrated • For Every Person, Every Time – Care that is Person-centred • Our purpose is to provide a consumer experience that is Personal, Connected and Right and Safe for every person, every time.
Privacy and Confidentiality	• Ensure that the affairs of Euroa Health Inc., its patients, clients and staff remain strictly confidential are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Euroa Health Inc.
Workplace Safety Responsibilities	• Perform role in a safe manner by adhering to EHI Occupational Health and Safety policies, regulations and agreed safe work procedures and report immediately any potential hazards and/or incidents occurring in the workplace. • Adhere to infection control policies and procedures and dispose of waste promptly and in accordance to EHI Policies and practices. • Adhere to emergency procedures as detailed in the EHI Emergency Procedures Protocol. • Ensure compliance with No-lift policies and practices.

Code of Conduct/ Behaviour/ Professional Practice	• Demonstrate practice within the Vision, Mission and Values of EHI and where applicable in accordance with the intent and standards prescribed by the relevant professional body, e.g., AHPRA, Australian Nursing and Midwifery Council or other professional association. • Assist in establishing and maintaining effective communication systems within the organization and promote and maintain an environment of teamwork and professionalism. • Maintain positive and professional role modelling representing EHI. • Actively participate in organisation activities and promote a positive workplace culture. • Provide clinical leadership, direction and support to staff ensuring the clinical, non-clinical, social, cultural and spiritual needs of residents are met. • Work in accordance with relevant legislation, Standards and Policies (as applicable to role), e.g., Charter of Human Rights, Privacy Act & Principles, Equal Employment Opportunity, Bullying and Harassment, Bereavement and Support Standards for Specialist Palliative Care. • Represents EHI in a positive and professional manner and is supportive and fully engaged with the development of students undertaking placement.
Education	• Demonstrate commitment to personal and professional development. • Ensure educational opportunities are relevant, practical and timely according to the identified needs of the staff member and the department. • Participate in the review of one's own professional development annually, with the department manager, identifying key areas for professional and personal growth. • Complete all compulsory education requirements annually as per EHI Policies and procedures.
Organisational Expectations	Facilities and Equipment • Maintain surrounds and equipment used within the role, ensuring that cleanliness and safety are adhered to at all times. • Responsible for the reporting of any malfunctioning equipment and /or facility to the appropriate line manager. • Ensure the safety and economical use of all resources both clinically and organisationally.

Manual Handling Risk Rating: **Moderate**

It is a requirement of this position to complete No Lift Education on commencement and undertake annual competency assessments

Endorsement: I have read and understand the requirements of this role.

Employee Signature: _____ Date: _____

Manager: _____ Date: _____