

**POSITION DESCRIPTION
AGED CARE SERVICES MANAGER**

Position Title:	Manager Aged Care Services
Remuneration:	\$90,000 - \$99,000

Programs:	Home Care Packages, Commonwealth Home Care Support,
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Responsible to:	Senior Manager Aged Care Services
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Staff Reporting to this Position	Senior Coordinator Aged Care Services, Coordinators Aged Care Services, Administration and Data Support Officer Home Support and Home Maintenance staff,
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Selection Criteria:

The required skills and knowledge base for the position of Manager Aged Care Services are:

- Relevant qualifications or minimum of 5 years' demonstrated experience in the aged care sector
- Understanding of Aged Care best practice and Wellness principles
- Demonstrated experience and understanding of the Aged Care Quality Standards and their application
- Demonstrated experience in Clinical Governance Frameworks
- Demonstrated experience in contract management, performance and key performance indicators and carry out regular reporting requirements
- Computer skills including the ability to operate spreadsheets and word-processing programs at a highly proficient level
- Experience maintaining computerised client information systems
- Ability to prepare reports and write or review policies
- Staff management and HR experience
- Strong organizational, strategic planning and interpersonal skills
- Effective written, oral and communication skills
- Ethical standards and values
- Experience in multicultural issues
- Demonstrated ability to contribute positively to the team
- Preparedness to work within Umbrella's Philosophy, Values & Mission



UMBRELLA Multicultural Community Care Services Inc.

- National Police Check (valid minimum 6 months)
- Current and valid Western Australia driver’s licence

Desirable Selection Criteria:

- Financial/accounting knowledge
- Second language other than English e.g. Italian or former Yugoslavia
- Past clinical experience and /or experience working within a multidisciplinary health team e.g. alongside health professionals

Scope:

The Manager Aged Care Services ensures that all operations are conducted in a respectful and responsible way, ensuring that all decisions and actions comply with the relevant legislation, policies and procedures. This includes overseeing all financial transactions, programs and services created and implemented by Umbrella Inc.

The Manager Aged Care Services is responsible for the efficient coordination, planning and delivery of home-based services to Umbrella clients.

The Manager Aged Care Services is working in conjunction with other staff to create and provide an environment that is supportive, welcoming and meaningful for all users of Umbrella services and its staff, and to strive towards the objectives of the organisation.

The key performance indicators expected outputs and outcomes for this position include:

Responsibilities and Duties	Special Notes
Support, Information and Advocacy	
<ul style="list-style-type: none"> • Provide information on services, their availability, costs of the package directly to clients and their carers. • Provide direct support to clients and their carers. • Manage the delivery of home support services to clients utilizing package availability as per government requirements • Promote positive ageing, dignity, independence and wellness principles in all activities and programs. • Refer clients to other services where when/if appropriate. 	Daily
Services, Brokerage, MDS and DEX reporting	
<ul style="list-style-type: none"> • Manage staff/out sourced and brokerage for the delivery of home support services e.g.: home maintenance lawn mowing and gardening duties. • Approve and manage client care agreements and implement care plan’s, reviews of client’s needs and services. 	As required

<ul style="list-style-type: none"> • Establish and oversee a Clinical Governance Framework for high level services and in alignment with the Aged Care Quality Standards. • Manage the all data and reporting statistics in relation to DEX or other funder reporting requirements. 	
<p>Financial management of aged care services</p>	
<ul style="list-style-type: none"> • Work collaboratively with the Senior Manager Finance to oversee the financial management of all aged care services (including packages). • Ensure finances are maintained to meet funder compliance and program requirements, relevant regulatory and legislation, bylaws, policies and procedures. • Assist with and contribute to budget planning in relation to aged care services (including packages). • Estimate revenues and expenses, review and analyze financial statements and reports 	<p>As required</p>
<p>Services administration</p>	
<ul style="list-style-type: none"> • Oversee client and support staff records to ensure information is up to date and maintained. • Instigate and utilize new/revised client program software and recording/reporting systems as required. • Monitor and service Umbrella’s My Aged Care portal administration outlets. • Supervise the process of approving home support staff timesheets and mileage claim forms. • Maintain a schedule of service availability. • Oversee the acquittal fees received from home support staff against receipts issued and deposits reported. 	<p>As required</p>
<p>Staffing & Supervision</p>	
<ul style="list-style-type: none"> • Manage and supervise all activities of the Coordinators Aged Care Services, Home Support and Home Maintenance staff in their duties. • Conduct periodic on-site visits. • Manage the recruitment, induction, training and performance appraisals of the Aged Care Services Coordinators, Home Support and Home Maintenance staff. • Ensure adequate levels of staff are maintained for service delivery. • Conduct regular team meetings with staff. • Promotes team approach and works collaboratively with other staff • Promotes and maintains a high level of OHS, ensuring 	<p>Daily</p>



areas of concern are responded to.	
Other	
<ul style="list-style-type: none"> • The Manager Aged Care Services provides accurate advice and support in a timely manner to assist the CEO to make effective decisions. • Participates and contributes to management meetings, team meetings and general staff meetings. • Regular liaison with the CEO, Senior Manager Aged Care Services and other Managers and Coordinators to support service and program delivery. • Be familiar and keeping up-to-date with Umbrella’s policy and procedure manual and work within the policies and procedures of the organization. • Contribute to the continuous improvement cycle for Umbrella. • Maintain Senior First Aid Certificate and Risk Management protocols. • Identify and attend self-development and professional training as authorized by CEO. • Other duties as required or directed by the CEO. 	As required

Signed: _____ **Date:** _____

CEO _____ **Date:** _____