



HERITAGE LIFECARE

# Position Description

## Assistant Care Home Manager

### Company Overview:

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values:

- **People First - Kia tika te rere o te waka**  
Enhance the health, safety, and wellbeing of our people
- **Nurturing Success - Poipoia te angitu**  
Seize opportunities and experiences every day in every moment
- **Better Together - He toa takitini**  
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals

### Position Overview:

To provide high level leadership and support to clinical and care staff. To manage the outcomes of all indicators and assist the Facility Manager with people, residents and family related aspects when required.

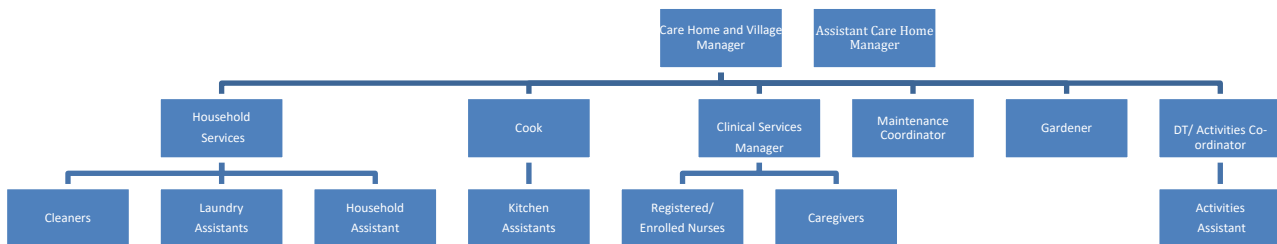
**Reports to:** Care Home and Village Manager

### Functional Relationships:

- Senior Administrator
- All staff within the Care Home
- GP's and referring agents

- Families
- Other professional agents i.e. District Health Board (DHB)
- Ministry of Health (MoH)

## Generic Team Structure:



## Key Accountabilities:

- Provides leadership, supervision and direction to staff with active and applied knowledge and practice as per HPCA Act
- Assists and supports the Care Home and Village Manager in the effective management of the facility
- Actively participates in the facility Quality and Risk Management Programme seeking continuous improvement of all services
- Monitors the provision of care to residents to ensure the highest standards are achieved and maintained
- Active involvement and management in conjunction with the Care Home and Village Manager, in all aspects of human resource management of the clinical team
- Co-ordinates the provision and use of clinical supplies within the facility ensuring resources are allocated and utilised cost effectively
- Provides oversight of resident clinical records and recordings to ensure they meet organisational and legislative requirements
- Demonstrates commitment to the provision of a safe environment for residents and staff
- Ensures the company's policies, procedures are followed and where appropriate best practice is promoted and adopted
- Uses clinical reports to help determine business improvement and assists in business decision making.
- In the absence of the Care Home and Village Manager, assumes the responsibilities of the Care Home and Village Manager
- Other reasonable and related additional duties that may be required from time to time at the discretion of the employer

## Health and Safety

Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a manager of people, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

## Financial Authority

In accordance with the Delegated Authority policy and delegations.

## Core Competencies

<b>Leadership Supervision</b>	<ul style="list-style-type: none"><li>• Provides leadership and supervision to all clinical and care staff.</li><li>• Supports clinical and care staff to ensure that optimal care is provided to residents within the facility.</li><li>• Deficiencies in staff skill and competency levels are identified and corrective action or education programmes put in place to remedy this.</li><li>• Best practice knowledge is kept up to date.</li><li>• Assists and supports the Care Home and Village Manager in the effective management of the facility.</li><li>• Assumes the Leadership/Management/Admin of the facility in the absence of the Care Home and Village Manager.</li><li>• Authorising timesheets for approval from Manager (due to the size of facility)</li><li>• Rostering is undertaken which includes appropriate use of</li></ul>
-------------------------------	--

	<p>care and clinical staff</p> <ul style="list-style-type: none"> <li>• Maximise resident care and safety.</li> <li>• Demonstrates extensive knowledge of relevant legislation and Codes of Practice (Health and Disability Sector Standards, Code of Rights etc) is demonstrated – knowledge of ARCC contract is required.</li> <li>• Manages Admission enquiries and prospective clients.</li> <li>• Completed facility administration processes as directed or when Care Home and Village Manager is absent.</li> <li>• Ensure meetings are arranged i.e. family/resident, advocacy, quality and Risk, staff, village</li> <li>• Assumes additional responsibilities as required – Infection Control Officer, Restraint Co-ordinator.</li> </ul>
<b>Strategic ability and agility</b>	<ul style="list-style-type: none"> <li>• Actively involved in the facility quality and risk management programme.</li> <li>• Demonstrates leadership and initiative in identifying opportunities for quality activities and improvement.</li> <li>• Quality Plans are developed in conjunction with care staff and management staff within the facility.</li> <li>• Collects, analyses and evaluates incident of incident statistic information is completed as per quality and risk management programme.</li> </ul>
<b>Organisational and record keeping skills</b>	<ul style="list-style-type: none"> <li>• Monitors the provision of care to residents to ensure the highest standards are achieved and maintained and meets contractual and best practice requirements.</li> <li>• Manages all admissions to the facility are managed as per Heritage Lifecare Ltd policy.</li> <li>• Establishes and maintains effective and professional relationships with health professionals involved in residents care.</li> <li>• Coordinates resident reviews as per resident needs, legislative and contractual requirements including multi-disciplinary review.</li> <li>• Ensures systems are in place to keep family and significant others fully informed of any issues relating to clinical care.</li> <li>• Ensures best practice care is implemented as per Heritage Lifecare Ltd policies and procedures.</li> <li>• Discusses any changes to care that result from changes in best practice with the Care Home and Village Manager and Care Team.</li> </ul>
<b>Active involvement within the facility</b>	<ul style="list-style-type: none"> <li>• Participates in recruitment initiatives for care staff in conjunction with the Care Home and Village Manager.</li> <li>• Staff are appointed as per Heritage Lifecare Ltd policy.</li> <li>• New staff participate in a formal orientation programme.</li> <li>• All staff undergo performance appraisals annually, and more often if required.</li> <li>• Co-ordinates the provision and use of supplies within the</li> </ul>

	<p>facility.</p> <ul style="list-style-type: none"> <li>• Active involvement in control of the clinical supplies budget.</li> <li>• Ensures there are adequate supplies available for the delivery of care with the allocated budget.</li> <li>• Manages the clinical files of discharged and deceased residents are within legislative and Heritage Lifecare's Ltd policy requirements.</li> </ul>
<b>Learning and development</b>	<ul style="list-style-type: none"> <li>• Participates in the implementation of an effective education programme.</li> <li>• Identifies education requirements.</li> <li>• Education programmes developed based on Core education contractual requirements and education programs</li> <li>• Undergoes training and education programmes and is assisted in completing these.</li> <li>• Staff access training to meet needs of the facility and staff development goals (e.g. ACE, safe lifting, First Aid, infection control, emergency procedures).</li> <li>• Demonstrates commitment to the provision of a safe environment for residents and staff.</li> <li>• Demonstrates leadership in all aspect of workplace safety and health.</li> <li>• Meets all legislative requirements at all times.</li> <li>• All staff adhere to safe work practices.</li> <li>• All incidents, staff accidents and identified hazards are recorded and reported and evaluated to eliminate /minimise reoccurrence.</li> </ul>

*The intent of this position description is to provide a representative summary of the major duties and responsibilities, and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description*