Position Description

HERITAGE LIFECARE

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.

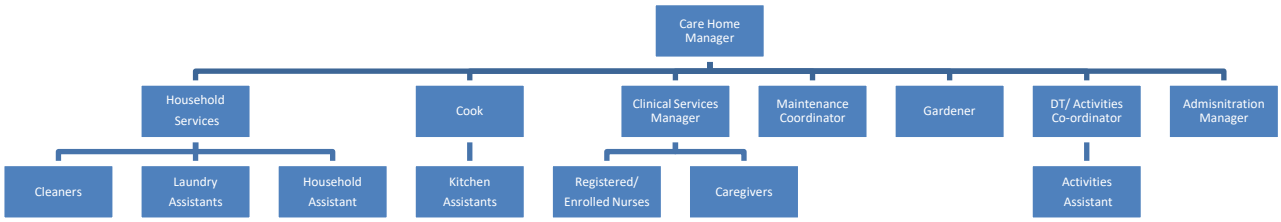
Reports to:

Regional Manager

Functional Relationships:

Clinical Services Manager
All staff within the facility
GP's and referring agents
Families
Executive Team
HLL Quality Team
Other professional agents i.e. District Health Board (DHB)
Ministry of Health (MoH), Statutory Supervisor

Team Structure:



Key Accountabilities:

- Responsibility for the total management of the facility, including the standard of care provided to service users, adherence to regulations / procedures / administration, overall staff supervision, contact with authorities / visitors.
- The delivery of high quality care and support services within facility and corporate operating budget constraints, ensuring the services provided to resident are consistent with obligations under legislation and the terms of specific contracts held, for example the Age Related Residential Agreement..
- To assist the sales team in achieving set targets
- Assumes the responsibilities of the Privacy Officer Position for the facility and provides leadership to staff.
- Provide timely reports to Heritage Lifecare as directed or as required by legislation.
- Assist and support the Senior Registered Nurse in the effective management of clinical aspects of the facility.
- Support and monitor the facility quality management programme.
- Monitor the provision of care to residents to ensure the highest standards are achieved and maintained.
- Effectively manage all aspects of human resource management.
- Co-ordinate the provision and use of supplies within the facility.
- Provide oversight of all resident clinical records and recordings to ensure they meet organisational and legislative requirements.
- Manage the implementation of an effective education programme.
- Demonstrate commitment to the provision of a safe environment for residents and staff.
- Provides leadership, supervision and direction to staff with active and applied knowledge and practice as per HPCA Act
- 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
- Provides oversight of resident clinical records and recordings to ensure they meet organisational and legislative requirements
- Co-ordinates the provision and use of clinical supplies within the facility ensuring resources are allocated and utilised cost effectively
- Participates in the implementation of an effective education programme
- Provide on call for the site as required

Financial Authority

TBC

Core Competencies

Financial

Management and prudent use of resources and budgets, including:

- Planning and managing rostering for the care facility
- Ensuring resources and products are managed in a cost-effective manner without compromising appropriate standards of care
- Identifying and acting on opportunities to improve efficiencies
- Maintaining accurate and up to date records e.g. rosters, payroll

- Conversant with HLL operations policies and procedures including Workplace Health and Safety policies and procedures and act in accordance with same
- Be conversant with and adhere to the Company's Continuous Quality Improvement program
- Complete a comprehensive monthly village management report to the Regional Operations Manager
- Formulate operating budgets in consultation with the Regional Operations Manager
- Responsible for all care apartment income and expenditure, ensuring that expenditure is within the operating budgets
- Ensure long term or capital works fund expenditure is reviewed annually and that adequate funds are requested for long term maintenance and replacement of assets
- Co-ordinate receipting and coding of all supplier and contractor invoices and forward to the Accounts Department for payment
- Ensure that the care facility is managed pursuant to all legislative requirements
- Develop and maintain knowledge of the HLL Care Facility Admission Agreement, Disclosure Statement, Including HLL policies and procedures
- Lead the Annual Management Meeting of residents and all other resident meetings, as applicable

Resident Services, Relationships, Safety & Security

- Ensure provision of nursing care is consistent with NZ Nursing Council standards
- Deliver a high quality customer experience into the care facility, driving HLL's good reputation and brand, including but not limited to clinical and care support services, catering, cleaning, maintenance and activities
- Proactively deal with reported issues and complaints, ensuing that HLL's complaints' management procedures are followed.
- Lead customer communication activities and endeavour to maintain a high degree of responsiveness and visibility to customer concerns
- Establish and maintain effective working relationships with the care residents, their families, the community and service providers
- Aid in resolving resident complaints or disputes
- Orientate new residents
- Liaise with local community groups to co-ordinate the provision of services and social resources

Staff Management

- Maintain adequate staffing levels in line with our staffing guidelines and budgets
- Mentor and coach staff, ensuring they are motivated and skilled to provide quality care to residents. This includes delivering regular learnings sessions for staff through our in-house education programme and assessment programmes.
- Supervise all staff including, but not limited to, roster setting and leave approvals
- Counsel staff to improve performance and to ensure all staff have appropriate job knowledge and skills
- Coordinate and supervise the orientation and induction of all new staff

Sales

- Provide a high standard of customer service at all times
- Maintain positive working relationship with sales staff
- Identify and refer sales opportunities to the sales team from telephone enquiries and walk-ins
- Take details of sales leads and process
- Record details of visits on enquiry sheets
- Conduct telemarketing and mailing activities with regards to the promotion of the village
- Oversee the refurbishment of units to be sold, to a standard as required by HLL
- Work closely with the sales and marketing teams to comply with Company policy and procedures and to ensure approved targets are achieved
- Communicate potential future stock to sales staff
- Where applicable, liaise with local builders/trades in relation to quotes for refurbs
- Ensure resident welcome induction processes are undertaken
- Train village staff in handling enquiry and capturing client information
- Work with the sales team to ensure all display units and available stock are kept in excellent condition at all times
- Build and maintain professional relationships with local businesses such as medical providers, sporting groups
- Maintain knowledge and awareness of industry competitors

Risk Management:

- Ensure that effective risk management strategies are implemented and reviewed regularly, seeking best practice advice and support from support office where applicable. Escalate concerns through management channels appropriately and without undue delay where safety, reputation or financial performance outcomes are at risk

Health, Safety and Environmental

- The Care Home Manager plays an integral role in ensuring all employees, including themselves, follow company policies and procedures and report to the Regional Operations Manager, Quality Manager and/or Human Resources any safety issues and/or breaches of HS&E policies by staff
- As a manager 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.
- Ensure all HS&E required documentation is completed and managed
- Maintain emergency, fire and other safety procedures and security of all residents and staff

Qualifications and Competencies:

- Tertiary qualification in Business Management or Hospitality desirable.
- Management experience in a care and service focused environment
- Demonstrated success in a similar level management role.
- Demonstrated ability to deal with operational complexity i.e. multi-functional responsibility as opposed to single function
- Understanding of budgeting processes
- Strong interpersonal, communication and people leadership skills, able to be firm-minded when needed and resilient. Ability to work under pressure and meet deadlines and commitments.
- Sound judgement
- Proactive in style and an effective implementer of projects and change management
- Socially confident, connects well with a wide range of people.
- Maintain own competence and professional development
- Integrity and professionalism

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