

Home Manager



Role specification

Role Title

Home Manager

Business Unit

Enliven Residential

Location

Enliven Home

Reports to

Regional Manager

Direct Reports

All Home team members

Purpose of the role

To manage the overall operation and development of the Enliven Home in accordance with our mission, vision and values.

To develop, lead and manage the efficient and effective provision of quality services to residents while maintaining at least three-year Certification and Eden registration.

To maintain open communication with funders, stakeholders, families and the local community to ensure home maintains a high reputation.

Key Accountabilities

Resident focus

- Promotes the home as the residents' home
- Ensures residents are involved in operational decision making whenever possible
- Supports resident independence within Eden philosophy and works towards Eden goals
- Ensures resident satisfaction is at least 85% as illustrated through the resident satisfaction survey
- Holds resident and family meetings at least three times per year, Village resident meetings (as applicable) and ensures issues are followed through
- Organises and manages Village AGM in accordance with appropriate legislation (as applicable).

- Maintains accountability for accepting new residents both within the home and the village and oversees resident risk as appropriate
- Ensures there are communication and management plans that include the family and associated clinicians for residents of concern

Business and financial management

- All statutory requirements are met
- Actively contributes to budget planning and understands assumptions made in developing the plan
- Budgets are adhered to, and timely action taken to identify and address positive and negative variances in an appropriate manner
- Remedial actions are put in place to improve occupancy if below 90%
- Business risks are identified and appropriately addressed
- Staffing ratios are adhered to
- Debt is actively managed
- Delegations are adhered to
- An annual business plan is developed in line with the Enliven template
- Ensure essential administration activities are covered when administrator is on leave

Quality improvement and risk minimisation

- Actively promotes a culture of quality by acting through example
- Ensures the Enliven quality programme is adhered to
- Identifies, leads and evaluates the impact of quality improvement projects
- Maintains an internal risk register and monitors and coordinates risk mitigation activities
- Monitors documentation and ensures all documentation is accurate and meets Enliven and PSC requirements
- Manages complaints and concerns according to guidelines and in a timely fashion

Human resource management

- Involves residents in the recruitment of competent staff and retains and empowers staff to meet their potential
- Ensures staffing numbers are adequate to meet roster requirements
- Supports the Clinical Nurse Manager to ensure staff competencies allow for the correct skill mix
- Ensures all team members receive an annual appraisal and have a development plan
- Ensures all team members hold at least a Level 2 NZQA qualification
- Ensures all team members attend mandatory training sessions and Registered Nurses are participating in the Enliven PDRP programme
- Ensures all team members have the support and encouragement to deliver service to the best of their ability
- Ensures staff are performance managed where required in liaison with the Regional Manager
- Maintains zero tolerance of bullying and harassment and leads by example in appropriate workplace behaviour and communication



- Ensures staff communicate appropriately and work together to enhance each other's performance and workplace satisfaction

Organisational commitment

- Actively supports the wider organisation, complies with all PSC/Enliven policies and procedures and ensures all staff understand and comply with PSC/Enliven policies and procedures
- Participates constructively in organisational working parties, advisory groups and project groups
- Participates in consultation and testing of policies and procedures when required
- Provides timely reports to the Regional Manager and other senior staff as required

Stakeholder management

- Maintains positive and constructive relationship with external health personnel, NASC personnel, key funding agencies and unions
- Attends regional provider meetings
- Maintains high professional profile within the community and actively seeks opportunities to promote the home within the community

Leadership and training

- Proactively leads the home and takes responsibility for operational decisions
- Guides, mentors and coaches' team members
- Provides support and ensures supervision for the Clinical Nurse Manager
- Promotes strategic enhancements to practice and procedures through appropriate channels
- Maintains a no surprises practice towards senior management
- Reports in a timely manner to regional manager on matters of significance
- Appropriately escalates to regional management issues which have wider than local significance or implications

Senior team leadership

- Leads bi-weekly senior team meetings and ensures accurate minutes are maintained and action points followed through
- Attends clinical, staff, Health and Safety and Eden meetings and ensures Health and Safety and quality is an integral part of all meetings
- Supports the Clinical Nurse Manager and team leaders in the recruitment and performance management of staff
- Maintains contact with regional PSC home managers and assists where appropriate in sharing resources and ideas

Communication

- Listens to and communicates succinctly and accurately to residents, staff, and family members and maintains a constructive relationship with residents and families
- Leads family and residents' meetings in consultation with Clinical Nurse Manager



- Ensures there is regular communication with EPOA/NoK regarding care or issues relating to residents with complex needs

Health, safety and wellbeing

- Shows leadership in developing a healthy and safe work environment, ensuring the wellness of all staff, visitors and contractors
- Complies with responsibilities maintains current understanding of relevant Health and Safety legislation and practice
- Ensures all PSC Health and Safety procedures are complied with by all staff, contractors and visitors where possible
- Ensures all Health and Safety is an agenda item at each Home meeting and Health and Safety meetings are held and documented at least three times per annum
- Support organisational health, safety and wellbeing initiatives
- Support a culture of wellbeing at PSC
- Role model good health and safety practice and behaviours
- Report all hazards, incidents, accidents and near misses
- Support managers and the organisation in remaining compliant to health and safety legislation

Core Competencies

Competent performance in the role requires demonstration of the following competencies. These competencies provide a framework for selection and development.

Leadership

- Uses appropriate methods and a flexible interpersonal style to help build a cohesive team
- Facilitates the team's contribution to the organisations vision, values and objectives through the achievement of team goals
- Takes the organisation's vision, values and objectives into account when making decisions and plans
- Involves, inspires, encourages and empowers others

Business acumen

- Anticipates and responds to trends in operational performance
- Identifies new opportunities to generate business opportunities
- Able to analyse and determine remedial actions for fluctuations in income and expenditure

Quality and innovation

- Provides the best quality service possible within the resources currently available
- Looks for ways to improve work processes - suggests new ideas and approaches
- Explores and trials ideas and suggestions for improvement made by others
- Shows commitment to continuous learning and performance development



Taking responsibility

- Results focused and committed to making a difference
- Plans and organises work, allocating time to priority issues, meeting deadlines and coping with the unexpected
- Adjusts work style and approach to fit in with requirements
- Perseveres with tasks and achieves objectives despite obstacles
- Is reliable - does what one says one will
- Consistently performs tasks correctly - following set procedures and protocols
- Takes responsibility for own personal wellbeing and identifies where that might compromise the organisation

Delegation

- Delegates responsibility for projects or tasks taking into account an individual's skills, knowledge experience and potential
- Establishes procedures to monitor the results of delegated responsibility whilst still providing a sense of ownership

Communication

- Practises active and attentive listening
- Explains information and gives instructions in clear and simple terms
- Willingly answers questions and concerns raised by others
- Responds in a non-defensive way when asked about errors or oversights, or when own position is challenged
- Is confident and appropriately assertive in dealing with others
- Deals effectively with conflict

If the Home Manager is a Registered Nurse

- The Nursing Council NZ competencies for registered nurses in clinical practice and management
- Achieves and maintains Enliven senior nurse PDRP

Person Specification

Qualifications

- Nursing or Health Science degree or business management degree or post graduate qualification

Experience

- Five years' experience aged care or healthcare management



Te Tiriti o Waitangi

Presbyterian Support Central honours te Tiriti o Waitangi, accords value to te ao Māori (the Māori world), supports kaitiakitanga (guardianship) and is responsive to the needs of Māori.

All staff are encouraged to celebrate cultural diversity in the workplace. This is about respect, engagement, and honouring all people while at the same time acknowledging the unique role of Māori as Tangata Whenua.