

POSITION DESCRIPTION	
Title:	Manager – Vickery Court
Division/Department:	Enliven
Company:	Presbyterian Support Southland
Reports to:	Manager – Enliven Operations and Projects
Direct Reports:	<ul style="list-style-type: none"> • Clinical Manager • Nursing staff • Care Workers • Service Workers
Significant Working Relationships:	<ul style="list-style-type: none"> • CEO • Quality Manager • Corporate Services Manager • Financial Controller • Property and Procurement Manager • Marketing and Communications Manager • Pastoral Care and Retirement Villages Manager
CHARTER <p>Our vision is a community where all people can make the most of their strengths and feel included, values and safe.</p> <p>To bring this vision into reality we assist and encourage people facing life's challenges. We provide a range of services in response to the changing needs of individuals and family/whanau in the wider community of Southland.</p>	
Our Values: <ul style="list-style-type: none"> • Respect – Manaaki: Respect for our heritage • Compassion – Aroha: Compassion with empathy • Family – Whānau Whānui: Celebration of family • Community – Iwi whanau/Hāponi: Communities that make a difference • Accountability – Whakatau tika: Holding ourselves accountable 	
Job Purpose: <ol style="list-style-type: none"> 1. To provide cohesive leadership of the care home to deliver safe and high quality care and services to residents. 2. To provide a style of leadership that encourages collaboration and ownership across the wider team in order to deliver high levels of resident satisfaction and staff engagement. 3. To actively manage staff and resources to meet the organisation's goals for operational performance including budgets, occupancy, safety and MOH certification. 4. To develop and foster positive relationships with residents, families, staff and stakeholders. 5. To effectively promote the care home as part of the wider community and as an integral part of Presbyterian Support Southland. 	

Responsibilities and key functions of the role include, but are not limited to:

Care Home Leadership and Management

- Lead, develop and contribute to a high performing team through appropriate delegation and continual development
- Support and promote a positive team culture and lead, coach and develop staff to ensure standards of excellence are achieved and maintained.
- People management ensuring:
 - encourage staff performance and manage issues to achieve a positive outcome
 - annual appraisals are completed
 - staff receive core skills training
- Oversee a programme of regular and participative staff meetings
- Plan and co-ordinate the education programme to ensure staff meet appropriate Health and Disability Standards and Health and Safety requirements
- Monitor staffing levels against occupancy levels, benchmark standards, legislative requirements, residents' acuity and care requirements
- Manage the staff roster effectively to ensure efficient and appropriate rostering of staff, especially when resident numbers fluctuate.
- Participate in the on-call roster for all facilities.
- Oversee the provision of hospitality services and recreational activities programmes within the facility ensuring services are resident experience focused.

Financial Management

- Ensures operations of the care home are operated within budget. Achieves or exceeds all budget and financial goals.
- Prepares and participates in budget reviews.
- Actively explore strategies to reduce expenditure and maximise opportunity for income.
- Ensures all invoices are processed and approved within required time frames.
- Ensures that all resources are used appropriately in a cost effective manner that ensures best practice occurs at the best cost.
- Promotes cost effective practices by all staff.

Quality and Compliance

- Overall responsibility for compliance with Aged Residential Care (ARRC) agreements with the District Health Board.
- Ensures all statutory and contractual obligations are observed.
- Manages the planning, preparation and participation in Certification Audits.
- Implements all policies, procedures and standards and ensures staff compliance at all times.
- Manages risks, complaints and incidents, leading investigations and preparing reports. Assists with investigations of significant events and plans actions to minimise recurrence.
- Manages and reports on appropriate KPIs that measure service provision and financial performance.

- Ensures all registers (e.g. education and training, registration) are kept current.
- Participates in residents meetings and puts actions in place to address concerns.
- Manages compliance activities within the facility. All internal audits are completed and meet at least 95% accuracy and compliance. Ensures corrective action plans with clear time frames are in place.
- Works co-operatively with the Clinical Manager in respect of compliance and continuous quality improvement programmes.
- Ensures InterRai assessments and care plans, including 6-monthly reviews, are up to date at all times.
- Actively participates in compliance related committees (e.g. health and safety, quality, infection prevention, restraint, multidisciplinary team meetings) and ensures meeting minutes are recorded, reviewed for accuracy and distributed to relevant groups as appropriate.
- Risk management is conducted in a professional and proactive manner in order to minimise any business, health and safety or clinical risk.
- Addresses any concerns as soon as practical and escalates as necessary.

Occupancy Management

- Actively works with the Clinical Manager, administration staff and all staff to promote Presbyterian Support Southland and the care home's services to the local community.
- Fosters a positive image within the community that the care home provides a high standard of care and is a highly desirable home in which to live.
- Networks with the community and external referrers to promote Presbyterian Support Southland and the care home.
- Builds and maintains strong relationships with internal and external key stakeholders, including the District Health Board.
- Liaises with the Marketing and Communication Manager to develop and implement a strategy to raise the profile of the care home.
- Ensures enquiries are managed efficiently and effectively. Maintains an enquiry database and waiting list in a professional manner ensuring a high level of customer contact.
- Strives to achieve or exceed annual occupancy goals.
- Ensures the admission process meets organizational requirements.

Health and Safety

- Responsibility for health and safety in accordance with the requirements of the Health and Safety at Work Act 2015 and with Presbyterian Support Southland policies and procedures.
- Model health and safety behaviours, taking a personal interest in and demonstrating a commitment to health and safety of those living, working and visiting the site.
- Maintains a safe environment for staff and residents ensuring people know and comply with applicable Health and Safety procedures.
- Ensures staff knowledge of procedures is current, their training, equipment and the nature of duties is such that they can undertake their work without compromise to health or safety.

- Recognises good performance in the area of health and safety and deal effectively with any instances of noncompliance.
- Communicates regularly with staff, contractors and residents on Health and Safety and encourage them to contribute to improving safety performance.
- Ensures assigned health and safety monitoring (audits, inspections and reviews) are completed and corrective actions are implemented.
- Ensures hazard register is up to date and controls are regularly monitored.
- Ensures all incidents or near misses on site are recorded promptly and investigated consistent with incident investigation procedures.
- Ensures all equipment in the care home is used safely and appropriately.
- Ensure notifiable events that must be reported to external agencies are reported to the Health and Safety Manager.

Property Management

- Building and refurbishment needs are referred to the Property and Procurement Manager as appropriate
- Refurbishment plans are formulated in conjunction with the Property and Procurement Manager and completed according to an agreed plan.

Person Specification

Education and Qualifications

- Recent experience (at least two years) leading teams at a management level preferably in a continuing care hospital or rest home facility
- Experience with quality systems and certification
- Relevant tertiary qualification in business or a health related discipline
- Experience in a healthcare environment would be advantageous

Attributes and Skills

- Strong leadership and management skills and experience
- A business mind with a proven background in financial management and reporting
- A kind, caring and patient manner with a passion for coaching, supporting and empowering staff
- Excellent communication and networking skills
- Empathy for older people and their families