

Position Description

Enliven Manager

(Elmslie House and Wanaka Retirement Village)

Mission

We walk with people across the generations to create together places to live, learn, and thrive. We call out injustice and advocate for positive social change.

POSITION PURPOSE AND PRIMARY OBJECTIVES

Purpose

The primary purpose of the role is to ensure the day-to-day leadership and operational management of a Presbyterian Support Otago (PSO) residential facility. In doing so the Enliven Manager will model the philosophies that govern the way quality care residential services are provided through the effective leadership and development of staff, and efficient management of PSO resources.

Primary Objectives

- Role model the organisational values and Enliven philosophy and principles
- Developing and maintaining supportive relationships with residents and their families
- The development and delivery of quality care that meets / exceeds the required standards.
- Management of staff and contractors to ensure the safe and effective delivery of services
- Management and maintenance of the facility including equipment and resources.
- Management and maintenance of relationships with the local community and external agencies, including GP's and other health funders and providers.
- Management of contracts with local providers.
- Proactive financial management of budgets within delegated authorities.
- Maintaining a safe and healthy environment for staff, residents and visitors.

Retirement Village/ Independent Cottages

Purpose

The primary purpose of the role is to oversee the operations of a community of 28 villas, cottages and apartments, including oversight of sales and marketing, the activities programme, general village management including villager welfare.

Primary Objectives

- Ensure the village is well maintained and appealing.
- Assist with maintaining high levels of occupancy in the village.
- Develop and maintain good relationships with the villagers and their families.
- Work with the Finance Director to ensure village units are sold, when available, in a timely manner that maximises revenue.
- Ensure that a well-developed activities programme is available to the village residents.
- Management of staff and contractors to ensure a safe and effective delivery of services.
- Induction of new residents into village and the code of practice.
- Active involvement in the positive promotion of the village to maintain occupancy, meet with potential residents, arranging for viewings, explain village life and the financial aspects.
- Management oversight of maintenance issues with support from the property team.
- Maintain excellent communication with the Finance Director who manages the paperwork aspect of the sale.

| Accountability | Expected Outcomes / Key Performance Indicators |
|--|---|
| 1. To contribute to the long-term success of the Enliven care home through sound leadership. | <ul style="list-style-type: none">1.1 The Enliven Service Philosophy is championed amongst staff with all staff understanding their contribution to assisting older people to live valued and meaningful lives.1.2 Taking initiatives in a proactive manner.1.3 Demonstrating ability to see other options than current practices and a range of management styles, adapting them appropriately to achieve desired outcome(s).1.4 Demonstrating flexibility in management style.1.5 Understanding and promoting a culture of achievement and results, alongside accountability and safety.1.6 Coaching employees to meet performance expectations.1.7 Demonstrating behaviours that motivate and encourage employee commitment through a shared approach. |

| | |
|--|---|
| | <p>1.8 Demonstrating ability to build relationships with employees and residents.</p> <p>1.9 Demonstrating ability to balance individual needs with organisational needs.</p> <p>1.10 Demonstrating ability to manage change.</p> <p>1.11 Achieving annual objectives and KPIs including objectives set through Presbyterian Support's Annual Business Plan and Services for Older People Quality Plan.</p> <p>1.12 Promoting positive staff interaction, participation at staff meetings, in-service education and resident welfare.</p> <p>1.13 Contractual relationships with external customers / agencies for the delivery of food / laundry or other services are appropriately managed to ensure a positive relationship with optimal outcomes for both parties.</p> |
| <p>2. To lead local management team to achieve sound managerial behaviour patterns, work practices and decision-making process.</p> | <p>2.1 Demonstrating short- and long-term planning skills.</p> <p>2.2 Demonstrating ability to plan and stating clear expectations for work performance.</p> <p>2.3 Completing and reporting work on time.</p> <p>2.4 Demonstrating effective priority setting.</p> <p>2.5 Demonstrating effective time management skills, both personal and work groups.</p> <p>2.6 Demonstrating an understanding of and integrating small changes as success towards the bigger picture.</p> <p>2.7 Promoting a culture of accountability and safety.</p> |
| <p>3. To ensure optimum levels of care are maintained.</p> | <p>3.1 Meeting reporting requirements and targets as set out in the Business and Quality Plans, including key clinical indicators.</p> <p>3.2 Maintaining at least three-year certification status with Ministry of Health.</p> |

| | |
|---|--|
| | <p>3.3 The establishment of appropriate contract and/or negotiation for external services, including health professionals and contractors.</p> <p>3.4 Organisation and supervision of ancillary staff and ensure that staffing levels are maintained in accordance with approved staffing establishments.</p> <p>3.5 Demonstrating a commitment to Presbyterian Support's Mission Statement and Commitment to Residents, Code of Rights for Consumers of Health & Disability Services.</p> <p>3.6 Ensuring all legislative requirements are met.</p> <p>3.7 Effectively managing the admission process ensuring that all residents and have been assessed by the Needs Assessment Service Coordination Team (NASC).</p> |
| <p>4. To provide and maintain a safe, secure environment and effectively managing the key areas of risk across both facilities</p> | <p>4.1 To facilitate and chair the Health & Safety Committee and ensure safety is not compromised.</p> <p>4.2 To meet the standards as set out by WorkSafe NZ.</p> <p>4.3 Planning and implementation of the Inservice Education Programme - Training related to Safety - Fire Safety, Food Hygiene, Back, Head & Shoulder Care.</p> <p>4.4 Collation of all data relating to Incidents & Accidents, ensuring any action required is implemented and reporting back to the Quality Advisor and other relevant committees.</p> <p>4.5 Ensuring the building complies with the Building Act, Works Consultancy and Ministry of Health requirements.</p> <p>4.6 Undertaking the role of the Chief Warden for the facility.</p> <p>4.7 Organising a supervised fire drill six monthly.</p> |

| | |
|---|--|
| | <p>4.8 Ensuring hazards are identified and implementing action plans to deal with them.</p> <p>4.9 Ensuring all emergency plans are current and up to date.</p> <p>4.10 Liaising with relevant staff and HR Advisor regarding ACC issues.</p> <p>4.11 Ensuring appropriate equipment is available to ensure staff safety.</p> <p>4.12 Ensuring incident/accident reporting policy is known and followed by all staff.</p> <p>4.13 Otherwise fulfilling all the Health & Safety responsibilities set out for your position in appropriate Health and Safety policy.</p> <p>4.14 Ensure the safety of all staff and residents including physical, psychological and emotional safety at all times.</p> <p>4.15 As a senior leader of PSO, champion a safety culture as part of creating a safe and thriving workplace and to actively prevent and address abuse and neglect of those in our care and undertake reporting in line with PSO's adoption of Royal Commission guidelines.</p> |
| <p>5. To provide effective and efficient management of the Enliven care home's budget.</p> | <p>5.1 Provide input into the annual budget for the Enliven care home, both capital and operational, is prepared with supporting data for expenditure included.</p> <p>5.2 Monitoring budget cost centres and justifying expenditure and taking the appropriate corrective action.</p> <p>5.3 Providing the General Manager Enliven Services with a Monthly Financial Report.</p> <p>5.4 Liaising with staff and the Purchasing Coordinator regarding the purchasing of supplies for the Enliven care home.</p> <p>5.5 Liaising with the Property Manager and the</p> |

| | |
|---|--|
| | <p>Purchasing Coordinator regarding the purchase of approved capital items.</p> <p>5.6 Achieving the financial outcomes as set out in the Annual Budget.</p> <p>5.7 Opportunities for reduction in expenditure and potential increases in income generation are identified and actioned.</p> <p>5.8 Opportunities for collaboration with other Presbyterian Support Otago facilities to achieve economies of scale or other joint benefits identified and implemented.</p> |
| <p>6. To identify and develop skill potential of employees to meet the objectives of the Enliven care home and Presbyterian Support strategic goals.</p> | <p>6.1 Implementation of effective recruitment, selection and orientation systems which reflect Presbyterian Support's Human Resource Policies.</p> <p>6.2 Identifying key potential employees within the Enliven care home and targeting them for development, ensuring other employees education continues.</p> <p>6.3 Working with other health professionals and service staff to ensure an integrated and comprehensive care programme for all residents.</p> <p>6.4 Promotion of staff participation in Inservice Education programmes and external education programmes, including staff completing nationally recognised sector qualifications.</p> <p>6.5 Planning and implementation of the In-service Education programme for ancillary staff in consultation with the education lead and other relevant staff.</p> <p>6.6 Ensuring ancillary staff have completed the orientation programme and ensuring any issues arising are addressed.</p> <p>6.7 Completing performance appraisals for direct</p> |

| | |
|--|--|
| | reports and ensuring performance appraisals completed for all other employees working at the Enliven care home |
| 7. Promoting of a positive profile for the Enliven care home and associated Retirement Village in the wider community | <p>7.1 Demonstrating a working knowledge of marketing/entrepreneurship principles and practice and understanding their impact on the Enliven care home.</p> <p>7.2 Demonstrating an ability to establish and maintain effective networking systems.</p> <p>7.3 Seeking new opportunities for new and different initiatives.</p> <p>7.4 Keeping abreast of local competitors.</p> <p>7.5 Demonstrating an ability to identify and action effective strategies to enhance the Enliven care home's reputation within the wider community.</p> <p>7.6 Ensure that there are regular meetings with the Columba Retirement Village residents</p> <p>7.7 Attend appropriate Retirement Village Association meetings, seminars and webinars</p> <p>7.8 Ensure relevant website and material is kept up to date</p> |
| 8. Effective sales and marketing of - Wanaka Retirement Village | <p>8.1 Processing termination and acknowledgement documentation</p> <p>8.2 Conduct critical assessment of requirements to bring home up to standard.</p> <p>8.3 Together with the Property Manager, plan and execute required refurbishment of homes as they become available (could include re-paint, re- carpet, re-drape, changing light fittings, appliances, joinery etc; liaise with painter, Maintenance Man and gardeners re requirements).</p> <p>8.4 Arranging cleaning; maintain cleaning during sales process.</p> |

| | |
|----------------------------|--|
| | <p>8.5 Setting up home for showing.</p> <p>8.6 Plan and host interested parties.</p> <p>8.7 Conducting Village tours both arranged and drop-ins.</p> <p>8.8 Compiling and provide comprehensive sales packs.</p> <p>8.9 Regular liaison with departing person/family during the sale process.</p> <p>8.10 Keep village procedures up to date and provide to new residents.</p> <p>8.11 Be present during moving-in day if possible.</p> <p>8.12 Orientating of new Villager.</p> <p>8.13 Regular liaising with both PSO Finance Director and General Manager Enliven Services.</p> <p>8.14 Regular updating database of interested parties and marketing material.</p> |
| 9. Any other duties | <p>9.1. To also include any other duties as may be reasonably required by PSO from time to time.</p> |

Expectations of all PSO Employees

| | |
|---|--|
| Communications / Interpersonal relationships | <ul style="list-style-type: none"> • Positive and collegial relationships are developed and maintained. • Verbal and written communication is at a high standard, relevant and appropriate to the audience. |
| Performance development and learning | <ul style="list-style-type: none"> • Active engagement with personal development review process. • Personal and professional development goals and objectives are established. • Be responsible for own ongoing education and skills required in designated role. |
| Continuous improvement | <ul style="list-style-type: none"> • Make recommendations for improvement to services, work practices and / or workflow. |

| | |
|--|---|
| <p>Health and Safety</p> <p><i>PSO is committed to achieving the highest level of health and safety for its staff and everyone has health and safety responsibilities.</i></p> | <ul style="list-style-type: none"> • Actively support and comply with H&S policy and procedures. • All employees are expected to identify, report and where appropriate resolve issues that may cause harm to themselves or others in the organisation. • All staff are expected to contribute to a safe workplace by raising concerns early with their colleagues, thanking those that raise concerns with them and speaking up when they notice something that might lead to abuse or neglect of those in our care. • You are expected to work safely and to actively participate in health and safety programmes in your work area. All accidents or potential hazards must be reported to your direct line manager. |
| <p>Te Tiriti O Waitangi / The Treaty of Waitangi</p> <p><i>PSO is committed to its obligations under Te Tiriti o Waitangi / the Treaty of Waitangi.</i></p> | <ul style="list-style-type: none"> • As an employee you are required to give effect to the articles as well as the principles of Te Tiriti o Waitangi / the Treaty of Waitangi – Partnership, Participation and Protection. |
| <p>Relationships</p> | |
| <p>Reports to: General Manager – Enliven Services</p> | <p>Direct Reports: Clinical Manager / Clinical Coordinator Registered Nurses Laundry & Housekeeping Supervisor Food Service Manager Senior Activity Coordinator Administration Staff</p> |
| <p>Internal Relationships: CEO General Manager - Enliven Services All Unit / Facility staff Medical Practitioners Allied Health staff Quality Advisor Clinical Nurse Advisor Senior Administrator Enliven Services Enliven Managers Property Manager Procurement Manager Management Accountant Office Supervisor People Culture and Capability Team</p> | <p>External Relationships: Family / whanau Care Coordination Centre / NASC Assessors SDHB / Residential Care Providers GP and/or Nurse Practitioner Training providers Hospitals Other service providers</p> |
| <p>Person Specifications</p> | |
| <p>Required</p> | <p>Desirable</p> |

Qualifications/Skills

- Tertiary qualified in a relevant area or equivalent experience
- Current NZ drivers' licence
- Post graduate qualification in nursing / management /or related field or commitment to complete relevant post graduate qualification

Experience

- A proven track record of working in a management and leadership role ideally within the health and disability sector.
- Previous management /leadership role in Aged Residential Care
- At least five years post grad experience in Aged Care or related field

Knowledge

- Broad knowledge of health and disability issues affecting older people
- Wider knowledge of the health and disability sector

Personal Qualities

- Highly developed interpersonal and communication skills both written and verbal.
- Competence with electronic systems including MS Office Suite of programmes
- Ability to manage teams and individuals (of all skill levels) to resolve issues
- Demonstrated analytical and problem management skills
- Ability to lead and work as a member of a team
- Capacity to manage own time and deliver to a schedule
- Ability to communicate well with stakeholders at all levels.
- Energetic and motivated, demonstrating flare and initiative.
- Ability to work without supervision.
- Ability to manage multiple priorities and demonstrate commitment and drive in the attainment of set goals.
- Professional maturity to handle sensitive/confidential information and to act with tact, integrity and discretion.
- Personal philosophy which aligns with the Organisational and Enliven philosophies

Physical Requirements

This role may involve standing, walking, bending, sitting, climbing stairs, simple grasping, fine manipulation, operating machinery equipment, lifting, overhead reaching, carrying, pushing/pulling, twisting, climbing balancing, crouching, squatting and other reaching.

Working Together

Our Work

- We are person centred in our organisation.
- We strive always to do better, to work hard and to the best of our ability.
- Each person knows they make a difference and they feel valued because of this.

Our Organisation

- We are committed to delivering on the organisation direction and values.
- We are responsible and accountable for our actions and behaviours.
- We are committed to positive, proactive leadership.
- Each person is empowered to succeed, with the orientation and ongoing support needed.
- Expectations are communicated clearly and understood by each team member, through team meetings, regular and timely feedback, and annual appraisals.

Our Team

- We share and learn from each other; are open and honest, support and cooperate with each other, and do the right thing at the right time.
- We hold each other accountable by giving and receiving constructive feedback.
- Our relationships are based on mutual respect, by treating each other as we wish to be treated. We are courteous and responsive.
- We affirm each person as a valued member of the team by giving each other positive reinforcement.

Values

Founded in our Christian faith we act with the values of integrity, respect, courage, manaaki and aroha.

