

**POSITION DESCRIPTION**

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| Position Details | | |  |
| Position Title: | | Chief Executive Officer (CEO) | |
| Business Unit: | | Aminya Residential Aged Care – Executive | |
| Reports To: | | Governing Board | |
| Date Last Reviewed: | | February 2021 | |
| Direct Reports: | | Care Manager, HR Officer, Business Manager, Maintenance Officer | |
| Relationships Internal: | | Reports to the Board and to work collaboratively with the Care Manager to ensure the adequate and appropriate staffing levels for the effective running of the organisation’s service facility; finance and administration management requirements are met. | |
| Relationships External: | | The position interacts and communicates with a range of external parties including local government authorities, government departments and agencies, legal firms, politicians, residents, business owners, the community and various other external bodies. | |
| Aminya Values | | | |
| **Vision**  **Mission**    **Philosophy** | Be recognised as an organisation which promotes a positive and innovative environment for our resident’s by ensuring the delivery of high quality care services through consultation and quality management.  Promote and enhance the quality of life of the residents entrusted to our care. The following statements support our commitment:   * Residents are treated with dignity and respect * Residents feel safe and secure in their home * Residents religious and cultural identity is respected and nurtured * Residents sexual expression, sexual orientation and intimate preferences are respected and supported * Residents receive an appropriate standard of care to meet their individual needs without encroaching on their right to maintain their independence * Residents are supported to conduct activities that carry an element of risk through consultation and risk mitigation strategies * Residents’ privacy and confidentiality is upheld * Residents are always treated as individuals; and acknowledged as the experts in their own care   It is our belief that the residents of Aminya should continue to live a fulfilling and purposeful life by maintaining their relationships, preferences and individuality. It is our  hope that each and every resident will consider Aminya to be their home. | | |
| Primary Purpose of Position | | | |
| Responsible to the Board for the effective and efficient management of the entire business activity of Mid Murray Homes for the Aged Inc (Aminya) in the provision of a high standard of service delivery to all stakeholders in accordance with the quality assurance and best practice guidelines laid down by regulators of the aged care industry.  Develop and maintain all policies and procedures of Aminya, in line with the relevant professional standards legislation and ethics. Provide efficient and effective financial and administrative management of the organisation by providing leadership and oversight of the development and implementation of the operational budgets. Ensure effective budgetary control and reporting systems including providing regular financial reports to the Board.  Provide, with support from administrative and nursing staff, timely executive advice and guidance, in accordance with the Aged Care Quality Standards, other industry legislation and codes of practice in order to achieve a high quality of service delivery to our residents and clients.  Maintain business within the Strategic Plan 2019-2025 including:  Future directions – development of aged care accommodation and related services with a focus on residents  Information Services – adhere to the Charter of Aged Care Rights in the delivery of all care and services  Recruit and retain appropriately qualified and skilled staff  Quality leadership – deliver value for money, quality accommodation and services; maintain effective management Structures and processes  Planning – strategic capital planning processes for the development of accommodation and services for the elderly | | | |

**PERSON SPECIFICATION**

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| **Criterion** | **Description** |
| **Qualifications** | Tertiary qualifications in one or more of the following disciplines of Management: Accountancy, Commerce or Business Studies environment is advantageous |
| **Experience** | * Proven experience as CEO or in other managerial positions * Substantial experience in the provision of management and administration services for the delivery of aged care * Proven experience in the management of corporate policies, procedures, practices and duty statements to meet the strategic corporate goals and objectives in an environment of continuous improvement * Demonstrate successful experience in the management of financial outcomes in line with planned and strategic objectives, budgets and time frames and the ability to work with a Board * Experience in developing profitable strategies and implementing vision * High level of literacy, numeracy, IT and report writing skills * Oral and written conflict resolution skills * Proven experience in staff management, development, staff consultation and interaction * Experience in Enterprise Bargaining Agreement negotiations, employee training and staff safety, staff recruitment and retention * Experience in Strategic and Corporate Planning, Data Collection and analysis * Experience in a rural Aged Care setting (is desirable) |
| **Knowledge** | * Sound knowledge of policy and procedural development and ensuring these are kept up to date with the current regulatory requirements * In depth knowledge and strong understanding of corporate governance, finance and performance management principles * Sound knowledge of the requirements of the Work Health & Safety (WHS) Act 2012, Workcover and rehabilitation legislation * Sound knowledge of the legal implications of actions taken in aged care service delivery * Sound knowledge of current trends and practices in the delivery of aged care services * Understanding of how employee interaction impacts with aged care issues * Knowledge of current human resource responsibilities which relates to various employment awards and enterprise agreements * Current knowledge of aged care sector reforms, Accreditation and Aged Care Quality Standards and risk management principles * Staff performance management principles and guidelines * Knowledge of Retirement Village Act and Residential Tenancies Act * Knowledge of the principles of effective human resource management, managing and motivating staff, equal employment opportunity, staff training and continuous development of staff * High level of understanding and commitment to Human Resources and Risk Management, Work Health and Safety and Quality Assurance, Employee and Industrial Relations |
| **Skills and Attributes** | * Outstanding organisational, time management and leadership skills * Analytical mindset and problem-solving orientation * Ability to communicate effectively with a broad range of people in both oral and written forms and in a range of settings * Possess flexibility, adaptability and versatility of approach to handle changing work requirements and the ability to support others in change management * Ability to demonstrate empathy with the needs of stakeholder groups * Ability to approach aged care issues from a flexible and creative framework and to implement and evaluate the key tasks of the Strategic Plan * Ability to negotiate with individuals and organisations at all levels in the establishment of enterprise agreements * Ability to liaise with staff and all other stake holders on a day to day basis * The ability to prepare short term and long term plans and to set and meet work area goals and objectives within Aminya’s framework * Skills in teamwork, including the ability to conduct meetings * Ability to plan strategically, develop and implement policies and plans * Ability to stimulate a high level of performance amongst employees and facilitate the development of employees by clearly communicating expected standards of performance and providing effective feedback on performance * Ability to communicate openly, strategically and to be involved in constructive debate * Commitment to the principles of effective human resource management, including equal opportunity, staff training and development and WH&S issues * Interpersonal skills which foster the co-operation and support of others and which emphasises and encourage a customer focus * Demonstrates initiative in identifying ever changing needs of the business in order to achieve improved community and regional outcomes * High level of literacy, numeracy, IT and report writing skills |

**JOB SPECIFICATION**

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| **Key Result Areas** | **Key Responsibilities** |
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| **Business unit plans and programs** | * Oversee all operations and business activities that are consistent with the overall strategy and mission * Maintaining and review Job Descriptions, Person Specifications, Duty Statements and Employment Contracts * Ensure the ongoing education, development and coaching of all staff, including the provision of effective feedback on performance and implementation of counselling or discipline processes when required * In conjunction with the Care Manager and HR Officer conduct annual staff performance appraisals and identify staff education needs and assist in their development * In conjunction with the HR Officer ensure the reliable maintenance of all personnel records and the payment of all staff salaries, wages, superannuation, workers compensation and the provision of all annual, sick and long service leave * In conjunction with the HR Officer, identify and implement legislative changes to ensure that all Industrial and HR obligations are fulfilled * Oversee the maintenance, and update, the approved staffing plan and report on variations between actual staffing and the approved plan * Support staff to deliver quality services which respond to resident needs * Manage and promote best practice in the provision of aged care services by building the capacity and knowledge of all staff to enable effective service delivery and participation * Develop high quality business strategies and plans and ensure strategic alignment with business objectives |
| **Leadership and people management** | Responsible for ensuring that resources are maintained at the highest level of standards and quality by:   * Maintaining, in conjunction with the Care Manager, the highest level of bed occupancy * Working with the Care Manager to ensure appropriate staffing levels, staff incidents and behaviour, serious incidents and concerns are identified and resolved effectively and efficiently * Working with the Care Manager to maintain optimum levels of care income, and ensure the management of effective and appropriate ACFI documentation is consistent with validation expectations * Ensure budget and operational outcomes are met * Ensure the effective management and co-ordination of service providers and supplier of goods to ensure high quality outcomes for ongoing resident satisfaction * Working with the Care Manager, develop an annual training program to meet the continuous improvement of the service delivery and strategic outcomes of the organisation * Lead by example; support staff to embed a nationally consistent wellness, restorative care, re-enablement approach to service delivery * Maintain and review the implementation of Enterprise Agreements * Direct and ensure the effective review of staff performances to achieve ongoing excellence through education, training and support * Participate in the appointment of senior staff in conjunction with the HR Officer * Initiate participation in the Continuous Improvement Program and assisting managers to identify opportunities for improvement * In consultation with the Care Manager and HR Officer, attract, retain and motivate talented and enthusiastic staff and volunteers to ensure the high standard of service delivery is maintained for the residents * Maintain effective and efficient financial and administrative functions * Ensure the long-term financial viability of Aminya in line with operational developments and expansions * Seeking appropriate Government funding for increasing and planned services * Build trusting relations with key partners and stakeholders |
| **Operational management** | * Prepare, manage and review annual budgets * Monitor and report on expenditure against budgets, variances and KPI’s * Manage the receipt, management and disbursement of funds including government and resident funds and donations provided for use of the local community * Review all financial and non-financial reports |

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| **SUPPORT STAFF** | |
| **Care Manager**  **Business Manager**  **HR Officer**  **Finance and Admin Officers**  **Clinical Nurses**  **Manager, Hotel Services**  **Registered & Enrolled Nurses**  **Personal Care Workers**  **Leisure & Lifestyle**  **Maintenance Officer** | Strategic Planning, Nursing management  Finance, administration, Board Secretary  HR support  Finance, administration, payroll  ACFI, Clinical support, Supervision, Care Plan reviews  Catering, Housekeeping, Laundry services  Medication administration, wound management, supervision of PCW  Attend to residents  Activity assessment & planning, leisure & lifestyle care plan reviews  Preventative and reactive maintenance |

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| **SIGNATURE:** | |
| **Incumbent:** | Name: Signature: |
| **Board Chairperson:** | Name: Signature: |
| **Date:** |  |