



# Job Description

## Residence Manager - Cranbourne North

The purpose of the role is to provide leadership and management of the clinical and care teams, ensuring provision of quality aged care and bringing the best of life for Summerset residents. As a member of the Village leadership team, the Resident Manager will work collaboratively across the Village to support the full continuum of care.

Summerset is a business, and its residents are customers and therefore you will act as both a nursing and business service professional in this role. In your capacity as Resident Manager, you are expected to act as a support and reliever for the Village Operations Manager.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST






BRINGING THE BEST OF LIFE

<b>Business Unit</b>	Operations
<b>Department / Team</b>	Village Operations
<b>Reporting Line</b>	Village Operations Manager
<b>Contribution / Responsibilities</b>	<ol style="list-style-type: none"> <li>1. People Leadership – Manage and develop direct reports (Registered and Enrolled Nurses), Lifestyle team members and carers with full accountability for all aspects of recruitment, rostering, induction, coaching, performance and recognition within the parameters of company delegations.</li> <li>2. Lead and drive the culture of the clinical &amp; care teams within the Care Centre, fostering collaboration within the Care Centre environment and proactively working as part of a wider team to create positive resident experiences.</li> <li>3. Maintain effective relationships with village residents, their families/representative and other stakeholders, including being visible as a contact point and proactively supporting the needs of residents with high and complex clinical care and or social/spiritual/cultural needs. Key stakeholder relationships include funding managers, needs assessment services and health providers for the Care Centre.</li> <li>4. Ensure Registered Nurses have the ability to coordinate the response to a specific incident if on duty and make any decision required in your absence. On certain shifts, the Registered Nurse will be the most senior person on site and have responsibility for making any decisions in the Care Centre and wider village.</li> <li>5. Role model of nursing professional, educational and preceptorship behaviors. You will do this within the context of ensuring that the residents feel supported and secure and enjoy living within Summerset's Care Centre.</li> <li>6. Mentor and coach clinical staff, ensuring they are motivated and skilled to provide quality care and ensure residents enjoy living at Summerset.</li> <li>7. Ensure a continuous quality improvement approach by meeting the requirements of the Summerset quality system, including adherence to the annual calendar of training and education, internal audit schedule, corrective actions plan identified from audit are followed up, and policy and procedures implemented. Respond to compliments and complaints as required by Summerset policy.</li> <li>8. Together with the Village Operations Manager, proactively plan and coordinate activities such as preparation for audits, implementation of policy changes and liaison with Department of Health (DOH), Aged Care Quality and Safety Commission (ACQSC), South Eastern Public Health Unit (SEPHU) and other relevant external agencies.</li> <li>9. Lead the following in consultation with the Village Operations Manager: <ul style="list-style-type: none"> <li>• Clinical input needed to manage the induction, coaching, training, performance and recognition requirements of the care centre staff</li> <li>• Establish clinical processes, procedures and policies to ensure compliance with the Strengthened Aged Care Standards</li> <li>• Ensure all compliance reporting is attended to as per the legislation, for example SIRS, NQIP and vaccination data</li> <li>• Clinical assessments to ensure suitability of admissions / occupancy. This will include clinical assessments for residents coming into the Care Centre, Serviced Apartments and Village (as required by the Village Operations Manager)</li> <li>• Clinical requirements to investigate Accident and Incidents and to implement the necessary clinical correctional actions</li> <li>• Compliance with the internal clinical audit requirements, e.g. medication management, infection control, etc</li> <li>• Delivering clinical training and support to the care staff</li> </ul> </li> </ol>

	<ul style="list-style-type: none"> <li>Clinical input to manage the housekeeping, laundry, activities and food services.</li> </ul> <ol style="list-style-type: none"> <li>Drive occupancy and mix within the Care Centre and serviced apartments with the aim of maximising care mix and supporting appropriate serviced apartments sales. Work collaboratively with sales teams to ensure the best outcomes for residents and ensure care centre staff have the capability and knowledge to effectively manage unplanned enquiries from prospect residents.</li> <li>Oversee the delivery of care and services for all village residents: residential aged care, Independent and Assisted Living residents (including but not limited to Support at Home) to ensure that clinical care is delivered in a safe and evidenced based manner and aligns with the resident's goals of care. Ensure care centre staff use the health system resources to ensure the needs of the residents are met including specialist roles and resources that support complex clinical needs such as palliative care specialists and gerontology nurse specialists as examples.</li> <li>Coordinate clinical service delivery with General Practitioner(s) and Allied Health Providers, this includes but is not limited to Physiotherapy, Occupational Therapy, Podiatry, Speech Pathology and Dieticians. The Village Operations Manager will manage the contractual requirements.</li> <li>Create, review, monitor and maintain individual care plans for residents, in accordance with Summerset policies. Communicate effectively to ensure that the care plans are understood and adhered to by staff delivering care.</li> <li>Delegate and oversee clinical requirements for restraint, infection control and manual handling. Identify coordinators and taking an active approach to meet standard requirements.</li> <li>Seek additional clinical input as needed from local specialists, corporate partners, local PHU and the Summerset Quality team.</li> <li>Manage and drive prudent use of resources and effective management of costs including: <ul style="list-style-type: none"> <li>Ensuring resources and products are managed in a cost-effective manner (e.g. incontinence products, gloves, wound care products and other medical supplies) without compromising appropriate standards of care</li> <li>Identifying and acting on opportunities to improve efficiencies</li> <li>Advising the Village Operations Manager of clinical care that has cost implications.</li> <li>Planning and managing rostering for the Care Centre in line with Summerset policy and Care Minute Requirements, ensuring rosters are published within required timeframes</li> <li>Maintaining accurate and up to date staff records to support effective payroll management</li> </ul> </li> <li>There is the expectation that the Residence Manager will be available outside of working hours to attend to urgent clinical escalation / incidents</li> </ol>
<b>People Leadership (if applicable)</b>	Manage and develop direct report(s), with full accountability for all aspects of their recruitment, coaching, performance, recognition, and remuneration review within the parameters of company delegations. Foster and develop an inclusive team culture that works effectively with other teams to support Summerset's goals.
<b>Health &amp; Safety</b>	Be a proactive contributor to ensuring the health and safety of our people, our customers, our contractors and our residents. This includes conforming to Summerset's safety culture expectations of an environment of zero-harm and compliance with health and safety policies and procedures.
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>Tertiary qualification in Nursing, public Health, Primary Health Care or similar</li> <li>Current Registered Nurse registration with AHPRA</li> </ul>

	<ul style="list-style-type: none"> <li>• Ideally a minimum of five years' postgraduate aged care experience.</li> <li>• A genuine interest in working with older people and an understanding of clinical services as they are delivered in an aged care setting.</li> <li>• Thorough understanding of the Aged Care legislation, Strengthened Standards and government accreditation criteria for aged care.</li> <li>• Leadership and management expertise, including success leading a multidisciplinary health care team.</li> <li>• Excellent written and verbal communication skills.</li> <li>• Demonstrated ability to think rapidly and effectively in a fast-changing clinical environment.</li> <li>• Demonstrated ability to act in the role of both an astute nursing provider and a compassionate counsellor; requires an equal blend of nurturing and effectiveness.</li> <li>• Strong time management and organisational skills.</li> <li>• Demonstrated interest in the ongoing development and training of staff.</li> <li>• Ability to foster a culture of continuous improvement.</li> <li>• Sound understanding of risk management within a clinical environment, mitigating risk to residents / staff / visitors and the organisation.</li> <li>• Demonstrated knowledge and understanding of workplace health and safety.</li> <li>• Demonstrated ability to take the lead, remain calm under pressure and be emotionally resilient.</li> </ul>
<b>Relationships</b>	<ul style="list-style-type: none"> <li>• Care Centre residents, their families and personal networks</li> <li>• Village Operations Manager and other Care Centre team members</li> <li>• Village team members including sales, property and admin</li> <li>• Regional Clinical Quality Manager (AU)</li> <li>• Summerset Operations staff e.g., GM Clinical Services NZ, Head of Clinical Improvement NZ, Regional Clinical Quality Manager AU</li> <li>• External health professionals</li> </ul>
<b>General Accountabilities</b>	<ul style="list-style-type: none"> <li>• Complete all compliance activities in a timely manner</li> <li>• Safeguard the security of information assets in your control</li> <li>• Adhere to OHS obligations and legislative requirements</li> <li>• Take ownership and individual accountability for activities and outcomes</li> <li>• Extend support to each other, especially during times of change</li> <li>• Presume trust that colleagues have the best interests of Summerset at heart</li> <li>• Act in accordance with and be an advocate of the Summerset values</li> <li>• Role model our values in all interactions and decisions</li> </ul>
<b>Other</b>	This job includes all the main duties and responsibilities of the role; however, you may be required to do other tasks and duties, which would reasonably fall within the responsibilities and skills of the role.

Values		
 <p><b>STRONG ENOUGH TO CARE</b></p> <p>We treat our residents like family. We do what's right. We respect people as individuals.</p>	 <p><b>ONE TEAM</b></p> <p>We look out for each other. We take ownership and follow through. We share and listen to each other's ideas.</p>	 <p><b>STRIVE TO BE THE BEST</b></p> <p>We work hard. We like to win. We're always learning and improving.</p>