



Job Description

Care Centre Manager

The purpose of the role is to lead the deliver of person-centred care for residents in line with Summerset's organisational vision of "Bring the Best of Life". Provide leadership and management of all Care Centre staff directly as well as working collaboratively across the Village to support the continuum of care. Take responsibility for the day to day business operations of the Care Centre with the Village Manager's support and drive high quality care using a continuous quality improvement approach that is inclusive of feedback from residents, family/whanau/advocates.

This job description provides an overview of the responsibilities and tasks of the role. You may be required to perform job related tasks other than those specified.



STRONG ENOUGH TO CARE



ONE TEAM



STRIVE TO BE THE BEST






BRINGING THE BEST OF LIFE

Business Unit	Operations
Department / Team	Head Office Operations
Reporting Line	Village Manager
Contribution / Responsibilities	<ol style="list-style-type: none"> 1) People leadership – manage and develop direct report(s), with full accountability for all aspects of recruitment, orientation, coaching, performance, recognition, retention and remuneration review within the parameters of company delegations 2) Lead and drive the culture of the Care Centre and foster collaboration across the Village to achieve collective results and create positive customer / resident experiences across both care and service provision and business goals 3) Maintain effective relationships with residents, their family/whanau/advocates and key stakeholders, including being visible as a contact point and proactively supporting the needs of residents with high and complex clinical care and or social needs. Key stakeholder relationships include funding managers, needs assessment services and contracted health providers for the Care Centre. 4) Drive occupancy and mix within the Care Centre, serviced apartments and memory care units as applicable with the aim of maximizing hospital 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. 5) Oversee the delivery of care and services for all residents 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. 6) Manage and drive prudent use of resources and budgets, including: <ul style="list-style-type: none"> - Planning and managing rostering for the Care Centre in line with the Summerset safe staffing model and ensuring rosters are published within the required time frames - Ensuring resources and products are managed in a cost-effective manner without compromising appropriate standards of care - Identifying and acting on opportunities to improve efficiencies - Advising the Village Manager of clinical care cost implications that are unable to be contained - Maintaining accurate and up to date staff records to support effective payroll management 7) Ensure a continuous quality improvement approach by meeting the requirements of the Summerset quality system are achieved as per 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. Drive continuous improvement projects as identified from clinical and business indicators and ensure the required meetings and forums are undertaken as required and minutes accurately reflect discussions and agreed actions 8) Support resident quality of care and staff safety by ensuring key support roles are recruited and retained such as Health and Safety Reps, Moving and Handling Officers, Infection Prevention and Control reps, Caregiver coach roles, specialist portfolios for RN’s such as wounds, restraint and falls prevention. Ensure a supportive and collaborative working relationship with the Clinical Nurse Lead enabling their role to be successful and their responsibilities achieved as per the clinical nurse lead schedule 9) Support resident quality of life by ensuring therapeutic recreation roles are recruited and retained. Ensure a supportive and collaborative approach to enable these roles to be successful and their responsibilities achieved

	<ol style="list-style-type: none"> 10) Ensure RNs have the confidence and capability to manage events and incidents when they are in charge of the facility and are empowered to make decisions in your absence. This includes training and education plans to meet the needs of the RN team. Actively support uptake of PDRP programmes for RNs 11) Ensure provision of nursing care is consistent with NCNZ competencies for Registered Nurses and the Nursing Council domains. This includes any care you deliver personally if you are a registered nurse and provision of direction and delegation to Enrolled Nurses and non-registered care staff 12) Mento and coach Care Centre staff, ensuring they are motivated and skilled to provide quality care and ensure residents enjoy living at Summerset. This includes driving a positive team culture to the benefit of both staff and residents and providing ongoing training and development for all staff, including Career Force requirements 13) Maintain own competence and professional development, consistent with NCNZ PDRP requirements if clinically registered and ensure a proactive approach to your own learning and development needs in collaboration with the VM and the RQM. Undertake and/or maintain your own PDRP through the process with the local DHB as part of being a champion for registered and enrolled nurses engaging in undertaking their PDRP 14) Work collaboratively with members of the wider Operation team to facilitate knowledge of the budget, IT systems and programmes, reporting, rostering, employment issues, staff qualifications, and other areas of specific expertise. Develop and maintain a strong working relationship characterized by an openness to feedback with the RQM to access both support and critique on the clinical aspects of the Care Centre functioning as part of continuous improvement
People Leadership (if applicable)	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.
Health & Safety	Be a proactive contributor to ensuring the health & 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.
Qualifications and Experience	<ul style="list-style-type: none"> • Relevant professional qualifications in a health-related discipline and/or experience in aged care facility and/or customer/business management with a commitment to person centred care • Registered Nurse experience (ideally with current APC) preferred and/or significant business management experience if not clinically qualified • A strong understanding of care and clinical services as they are delivered in a Retirement Village setting • Commitment to improving health outcomes for Maori and Pacific peoples, reducing inequity, barriers to access and working with values that provide for the Treaty of Waitangi as the Bi cultural foundation for an intercultural experience that recognises and values diversity as a strength • Appreciation and understanding of New Zealand as a multi-cultural society • Advanced/moderate Microsoft suite ability e.g. Word, Excel, PowerPoint etc • Understanding of Te Reo and/or of Maori descent an advantage
Relationships	<ul style="list-style-type: none"> • Regional Quality Manager • Regional Operations Manager • Head of Clinical Services • Programme Lead – Diversional Therapy • Care Centre residents, serviced apartment residents, their families/whanau/advocates, and personal networks • Care Centre direct reports including Diversional Therapists • Village team members including sales team, service coordinators and activities coordinators and property team members

	<ul style="list-style-type: none"> Summerset Operations staff, e.g. Regional Property Maintenance Manager, Regional Sales Manager HR Payroll External health professionals including NASC Agency and other planning and funding roles Local palliative care providers and specialist service providers – wound, pain management and gerontology as examples Contracted primary care providers and pharmacy services Other health professionals – contracted and non-contracted Non government support agencies such as Parkinson’s society, Alzheimer’s NZ and Dementia NZ as examples
Dimensions	<ul style="list-style-type: none"> X direct reports X opex / capex budget
Other	<ul style="list-style-type: none"> 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, at the request of the head of Clinical Services.

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

Competencies	How you demonstrate this
Customer Focus	Delivering person-centred care for residents, and linking the importance of the work that our teams do to bringing the best of life for our residents
Building Effective Teams	Able to unite a diverse group of individuals into a cohesive unit, all aligned to achieve the goals of the Care Centre. It involves connecting people to each other and the work that needs to be done. Summerset’s best teams will know their job roles, the Care Centre KPI’s and will uphold our values of ‘Strong enough to care’, ‘One team’, and ‘Stive to be the best’
Change capable	Will embrace technology and cater to meet the changing needs of our residents. Demonstrates high levels of self-awareness, openness to feedback and the ability to handle the inevitable uncertainty that accompanies change
Motivating Others	Provides direction, regular feedback and opportunities for growth so that all team members feel an intrinsic sense of autonomy, job mastery and purpose in what they do
Drive for Results	Knows what success looks like and to align individual and team efforts to achieve that success
Conflict Management	Ability to anticipate conflict and step in when appropriate to assess, diagnose and help people find productive solutions when tensions arise. Able to resolve resident/family concerns and meet both resident and stakeholder needs
Listening and Communication	Actively listens. Demonstrates an excellent knowledge of what the is ‘going on’ by practicing empathetic listening. Demonstrates excellent interpersonal oral and written communication skills tailored to the audience
Developing Others	Actively engaged in growing the best team they can because the leader’s performance can only be good as the sum of the team
Problem Solving	Ability to gather information, define the nature of the problem, and utilize appropriate problem-solving techniques to identify and consider solutions. Balancing timeliness with decision quality is an important skill to master