



# North Stradbroke Island Aboriginal and Islanders Housing Cooperative Society Ltd

<b>Position Title</b>	Care Manager
<b>Location</b>	Nareeba Moopi Moopi Pa Aged Care & Minjerriba Respite Centre
<b>Employment Status</b>	Permanent, full time
<b>Position Reports to</b>	General Manager
<b>Positions Direct Reports (if applicable)</b>	Nurses, Personal Care team and Respite Services
<b>Date Approved</b>	August 2021

## ORGANISATIONAL CONTEXT

The NSI Housing Coop was established to provide affordable housing to the community as well as community services. Currently NSI Housing Coop operate accommodation and housing services; aged care via the Residential Aged Care Facility (Nareeba Moopi Moopi Pa) and Community and Home Services (Minjerriba Respite Centre).

Nareeba Moopi Moopi Pa Aged Care (Moopi) is an Aged Care Hostel that provides permanent residential care as well as respite care. Moopi is a fourteen (14 bed) facility. The Moopi team is passionate about empowering our Elders/Seniors in their care to thrive, and we understand that one way to help people maintain control of their life is by providing choices. Our Elders/Seniors have choices in all aspects of their lifestyle and living environment, from health professionals to social opportunities that best suits their needs and preferences.

Minjerriba Respite Centre provides services to all home and community care eligible residents to North Stradbroke Island. Minjerriba Respite Centre aims to provide consumers and carers with a co-ordinated, flexible, and timely service. Our centre provides services to suit consumers and their family and assist enhancing lifestyle and independence.

The position oversees the clinical operations of nursing and personal care at Moopi along with Nursing care provided in the community.

## PUPROSE OF POSITION

The Care Manager position is to ensure that all consumers of both Nareeba Moopi Moopi Pa (Moopi) and Minjerribah Respite (Respite) receive safe and quality clinical care that meets the specific physical, psychological, spiritual and cultural needs, and complies with statutory and legal documentation and standards requirements.

This position will also assist with the management of the human, financial and material resources of the services ensuring they meet and maintain the requirements of accreditation whilst fostering a culture of continuous quality improvement based on providing high quality and safe care and support services in residential and home care.

## **DUTIES AND RESPONSIBILITIES**

### ***Care Management***

- Promote and coordinate the delivery of quality care within both residential and homecare.
- Coordinate, manage and monitor clinical care systems; including but not limited to medication administration, continence, wound management, infections, pressure injury, serious incident report scheme reporting
- In conjunction with the Quality and Safety Manager, implement and feedback on compliance with Moopi and Respite care service processes working
- Complete, review and monitor consumer documentation care planning and assessments.
- Have a knowledge of and complete and submit ACFI for consumers in residential aged care in a timely manner
- Maintain evidence-based, professional, legal and ethical standards of practice.
- Provide effective management and leadership to optimise the use of human, material and financial resources including recruitment processes.
- Manage all new intakes of consumers and liaise with consumers (and their families) regarding all care contracts including fee structure and changes.
- Liaise with stakeholders and attend forums to increase the profile of the facility.
- Manage data collection of key indicator and risk mitigation and provide reports to clinical governance committee in a timely manner.
- Report on care services to the General Manager in accordance with reporting requirements

### ***Team Management***

- Manage, motivate and monitor the performance of the team in alignment to key performance indicators and oversee the professional development of staff through training, education and performance reviews.
- Actively promote a culture of continuous quality improvement, high quality care and services for consumers.
- Oversee the development and management of rosters for staff within the facility.
- Research and apply for external funding to develop and improve services.

### ***Operational Management***

- Assist with infrastructure development and refurbishment of residential aged care facility
- Assist with the management of budgets, accounts and daily financial management and reporting across the facilities
- Assist with the management of internal audits as per schedule.
- Demonstrate knowledge of occupational health & safety, and equal employment opportunity and comply with associated organisational policies.
- Assist with the management of budgets, systems and processes to ensure compliant and effective delivery of services to Consumers.

***Please note that the responsibilities outlined in this position description are not exhaustive, and only an indication of the work of the role. The Housing Co-op can direct you to carry out duties which it considers are within your level of skill, competence and training.***

## **KEY RELATIONSHIPS**

### **Internal**

- General Manager and other management team members (Manager, Minjerriba Respite centre; Quality and Safety Manager, Team Lead, Food and Catering Services.
- Team members across Moopi and Minjerriba Respite centre and NSI Housing generally

### **External**

- Prospective future consumers and their caregivers/ families
- Current residents and their care givers/families
- External agencies and supplies
- Community members

## **KEY REQUIREMENTS**

1. AHPRA registration as a Registered Nurse with experience in an aged care facility
2. An understanding of and ability to manage operations in accordance with the Aged Care Quality & Safety Standards.
3. Clinical skills that demonstrate your ability to manage (develop, review and implement) and monitor care plans for Residents.
4. Demonstrated understanding of budgets, financial management, and reporting and ability to manage resources within budget.
5. Demonstration communication, organisational, planning and time management skills.
6. Demonstrated experience in managing and motivating a small care team to achieve quality care outcomes
7. Demonstrated understanding and respect of cultural needs and requirements.
8. Well-developed interpersonal, written and verbal communication skills that demonstrate your ability to build and maintain relationships with key stakeholders and deal with sensitive or emotional issues and situations.
9. Proven consumer service skills including a commitment to quality customer service, and the capacity to exercise initiative, discretion and maintain confidentiality.
10. Demonstrated computer skills and knowledge of computer software programs including Autumn Care, eTools and the Microsoft Office suite.

## **ADDITIONAL FACTORS**

- Maintain a current drivers licence.
- Current First Aid and CPR Certificate.
- Three (3) yearly police check and licences reviewed annually and kept up to date
- Influenza and COVID-19 current vaccinations
- Infection Control Lead Certificate