

| Position Description<br>Home Care Services Manager  |   |
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| <b>Position details:</b>  |   |
| <b>Position title:</b>  | Home Care Services Manager  |
| <b>Reports to:</b>  | General Manager Home Care   |
| <b>Department / Division:</b>   | Home Care   |
| <b>Direct Reports:</b>  | HCP Coordinators<br>CHSP Coordinators<br>Day Club Team Leader<br>CHSP Virtual Coordinator |
| <b>Position outline:</b>  |   |
| <p>The Home Care Services Manager is responsible for ensuring the services delivered to Home Care clients are at a consistently high standard and meet the needs, goals and preferences of our clients.</p> <p>The position will provide leadership using industry knowledge, skills and experience in order to meet the diverse and complex needs of all clients whilst maintaining high level compliance and customer satisfaction, through the development and implementation of innovative and progressive models of care and services.</p>   |   |
| <b>Key responsibilities:</b>  |   |
| <p><b>Goal 1: Excellence in Quality of Care and Services:</b></p> <ul style="list-style-type: none"> <li>• Liaising with non-clinical coordinators in assessing the direct and non-direct care and clinical support needs of clients as per legislative requirements.</li> <li>• Responsible for leadership and management of the program including planning, implementing, monitoring and evaluating all aspects relating to the care needs of clients.</li> <li>• Management oversight of all client care for Goodwin HCP, CHSP and private programs.</li> <li>• Provide expertise in care planning for non-clinical clients.</li> <li>• Compliance to the Aged Care Quality Standards and Quality Reporting requirements.</li> <li>• Maintain high occupancy and compliance to funding requirements.</li> <li>• Ensure revenue utilisation of packages are kept at a high percentage and oversee the reduction of client unspent funds.</li> <li>• Efficient and effective management of customer complaints.</li> <li>• Assist in the negotiation of service agreements and oversight of the service agreements register.</li> <li>• Ensure risks are being managed in accordance with operational risk registers.</li> <li>• Management of the My Aged Care portal.</li> </ul> |   |

## Position Description

### Home Services Manager

#### **Goal 2: Sustainable Growth**

- Assist with business development and growth, focusing on the direction and implementation of innovative models of care within the Home Care stream.

#### **Goal 3: Capacity and Capability**

- To support and guide the Home Care team through periods of significant change.
- Effective implementation and management of legislative changes that effect all operations within the Home Care stream.
- Foster a culture within the Home Care team that strives for high levels of customer satisfaction.
- Effective integration and monitoring of workforce, infrastructure, and care technology.
- Provide direction, guidance and mentoring to direct reports.
- Developing strategy, policy and standards.
- Monitoring the attainment of targets and identifying activities and processes which can assist the senior team to improve performance.
- Develop high level reports as required by Executive team.
- Involvement in the strategic direction by interpreting and understanding the needs of consumers and setting system wide objectives, and targets in line with government policy direction.
- Oversee monitoring activities of Goodwin's continuous improvement processes and plans across the Home Care business.

#### **Goal 4: Social Obligation**

- Ensure we meet our organisational targets for provision of services to people who experience financial hardship.

#### **Goal 5: Collaborate for Success**

- Ensure client engagement activities are maintained and conducted.
- Assist in the business development activities.

#### **General:**

- Compliance with organisational policies and procedures, legislation, Work Health and Safety and diversity.
- Maintain the customer service culture, and present professionally to all people at all times.
- Maintain and promote Goodwin's reputation as a quality organisation.
- Communicates and interacts with all consumers in a dignified and respectful manner.
- Commitment to quality systems and continuous improvement.

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### Selection criteria:

#### Essential skills:

- Strong knowledge of Quality Reporting.
- Extensive knowledge of the Home Care sector.
- Strong focus on customer satisfaction.
- Understanding of legislation affecting the Home Care / Aged Care sector.
- Minimum five years' experience in an Aged Care setting.

#### Personal attributes:

- High ethical standard, is trustworthy and confidential.
- Works well individually and as a team member.
- Shows respect for cultural diversity in all communications and interactions with co-workers and consumers.
- Adapts to changing environments and demands.
- Enthusiastic, energetic, projects a positive image.
- Good attention to detail, efficiency and effectiveness.

### Work health and safety:

- Take reasonable care for your own health and safety and the health and safety of others.
- Comply with any reasonable instruction by Goodwin.
- Observe and comply with the work health & safety policies and procedures of Goodwin.
- Report any identified hazards, incidents including near misses or injuries which arise in the course of your work, using Goodwin's reporting systems.
- Undertake WHS training where required, in order to perform duties.
- Participate and contribute to work health & safety practices to ensure a safe work environment.
- Ensure that workers observe and comply with the work health & safety policies and procedures of Goodwin.

### Position approval:

This position is approved under a Common Law Contract at a negotiated salary package.

### Authorisation:

This position description has been authorised as part of Goodwin's document management process. It comes into effect on the date indicated next to the signature.

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|--------------------|-------------------------|--------------|------------|
| <b>Signature:</b>  | <i>Michael Holdom</i>   | <b>Date:</b> | 21/12/2022 |
| <b>Position:</b>   | Chief Operating Officer |              |            |
| <b>PD Version:</b> | 1                       |              |            |