



Facility Manager Dover You've come to the Right Place

With the first foundation stone laid in 1963 in the Huon Valley; Huon Regional Care is a long-established provider of quality community and aged care services across Tasmania. You'll find us in three main locations; Franklin, Dover and Nubeena.

Huon Regional Care leads with courage, through integrity; and accountability; we strive to achieve the very best for our people, and the people we care for, empowering the individual.

Huon Regional Care's Purpose, Vision and Values are woven into the fabric of our existence; building individual, team and organisational attitudes; driving our culture.

Our Vision Through our people, grow to be the most trusted aged care provider of choice for wellness and quality of life.

Our Purpose To ensure all ageing Tasmanians can lead meaningful lives through the provision of high quality, safe and compassionate aged care services.

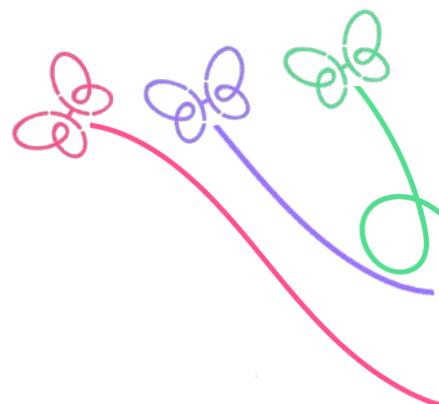
Our Values:

Accountability We are, and hold each other, accountable, and we demonstrate this by being responsible for and taking ownership of our actions.

Belonging We create a sense of belonging through contribution and acceptance.

Compassion We deliver high quality, compassionate care.

Respect Our partnerships with consumers, stakeholders and the community are built on dignity, diversity and inclusion



HRC CAPABILITIES

Be Reliable:

We are consistent, we do what we say and we say what we do. TRUST grows in us

Foundation

- We understand our role in achieving HRC's Vision and strategic direction.
- We follow policies and procedures.
- We build professional relationships
- We do the right thing when working alone

Be Authentic:

When everyone on our team can speak up with good intent, it helps us make better decisions to help our residents, consumers and HRC, Sharing perspectives (and listening to others) even when opinions may differ is critical to deliverinmg the best client service possible.

Foundation

- We listen to understand and check that we understand messages, tasks, directives.
- We think about and learn from situations in the workplace.
- We ask others for assistance and we draw on the expertise of others.
- We welcome learning and development opportunities.
- We share our ideas for improvement in the workplace.
- We work to understand our reactions and responses to situations.

Be Skilled:

Being able to do our jobs well is critical so we can be trusted with tasks. There are always situations when we do not know what to do and, in these situations, when we are honest and seek help to learn, TRUST is nurtured.

Foundation

- We work to and build cooperative relationships with our team members.
- We pay attention when others are speaking, and we value their ideas.
- We work well with others and cooperate to achieve shared goals.
- We are willing and able to accommodate the changing needs of our resident and consumers, their family and carers and our team.

Be Kind:

We are kind, have insight and work to foster positive relationships.

Foundation

- We work to deliver the best possible care and services.
- We treat consumers and our colleagues with dignity, compassion and respect.
- We build understanding through compassion. We sympathise and we are concerned for the quality and safety of HRC's residents and consumers.
- We offer constructive feedback whilst preserving positive relationships.
- We remain calm and polite at all times.
- We value that all people are different and respect people's choices.

Position Description

Position Title	Facility Manager
Reports to	Executive Manager Clinical Services
Significant Working Relationships	All Staff, Relatives, Visitors, Volunteers, Advocates
Agreement/Award	HRC Nurses Agreement 2019
Employment	PPT 64 hours fortnight

Position Purpose

The Facility Manager is responsible for managing diverse multi-disciplinary teams, financial and physical resources, and risk at Dover. This role is pivotal in supporting the Executive Manager Clinical Services in meeting our strategic intent and objectives through the Operational Plan. Strong interpersonal skills, a high level of emotional intelligence and effective stakeholder management are key competencies for successful delivery of Dover's personalised services.

This role is accountable for the overall operational and financial management of Dover and must ensure all teams comply with relevant legislation, manage risk effectively and deliver care that encompasses a strong and positive wellbeing for our clients. The incumbent is responsible to the Executive Manager Clinical Services.

Role Accountabilities

WORKING RELATIONSHIPS

Responsible and Accountable to: Executive Manager Clinical services

Works closely with: Residents, service users and their relatives; senior management; staff; medical and allied health professionals; external stakeholders including community and other representatives from all levels of government and funding bodies; visitors; volunteers; advocates; Agency staff; contractors.

KEY RESPONSIBILITIES

1. Finance

- 1.1 Monitor and manage Dover's budget for the facility delivering positive returns. Including roster management
- 1.2 ACFI is maximised responsibly and effectively and residents are accurately assessed.
- 1.3 Focuses on achieving budget target occupancy levels.
- 1.4 The Facility is managed within the parameters of the budget.
- 1.5 Recommendations are made on the acquisition, replacement and maintenance of plant and equipment within the Capex Budget.

- 1.6 Resident agreements are in place and comply with HRC Corporate Services policies and procedures and associated regulations.

2. Consumer focus

- 2.1 Manages the delivery of quality nursing services and to care recipients using a multi-disciplinary approach.
- 2.2 Co-ordinates the function of multidisciplinary meetings for the purpose of quality outcomes for care recipients.
- 2.3 Ensure the maintenance and accuracy of documentation in accordance with regulations.
- 2.4 Provides feedback to care recipients on outcomes from Continuous Improvement and Clinical activities.
- 2.5 Oversee the nursing and assessment care planning process ensuring involvement of care recipients and/or their representatives, as well as all levels of staff.
- 2.6 Ensures there is a planned approach to assist care recipients to maintain or improve their lifestyle.
- 2.7 Maintain Clinical practice in the residential, sub-acute and Dover Treatment services by actively participating in direct clinical care.

3. Professional

- 3.1 Drive the Mission, Vision and Values of Huon Regional Care and work for its achievement and aspire to attain a standard of excellence in work practices.
- 3.2 Continue participation in own self-development, including attending educational programs.
- 3.3 Act as a clinical resource within Dover.
- 3.4 Conduct and participate in performance appraisals as required.
- 3.5 Facilitate the staff induction program within Dover.
- 3.6 Promote staff attendance at professional development programs within budget.
- 3.7 Identify and plan staff educational needs through performance management processes, staff surveys, observations, hazard and incident reports.
- 3.8 Initiate research and quality improvement projects and oversee their implementation.
- 3.9 Revise and manage compliance with the policies and procedures of Huon Regional Care.
- 3.10 Effective management of complaints to encourage positive and negative feedback and ensure a resolution focus.
- 3.11 Oversee medication incident management and report to the Executive Manager Clinical Services.

3.12 Ensure accurate monthly Facility Reporting for the CEO and Board, as directed by Executive Manager Clinical Services.

4. Communication

- 4.1 Ensure practices reflect care recipient confidentiality regarding information, including medical history and information told in confidence.
- 4.2 Display respect, empathy and understanding towards care recipients and their families, and all staff members.
- 4.3 Interacts and communicates with other health team members, in the interests of the care recipients and of achieving a team approach to care recipient care.
- 4.4 Utilise effective conflict resolution skills.
- 4.5 Promote and maintain harmonious working relationships within Dover.

5. Organisation / Administration

- 5.1 Maintain adequate nursing and care staff levels for the safe delivery of care to care recipients.
- 5.2 Responsible for the nursing and care staff annual leave plans.
- 5.3 Participates in Management meetings and other committees as required and disseminates information appropriately.
- 5.4 Responsible for staff performance and development processes.
- 5.5 Participates in the recruitment of clinical staff.
- 5.6 Responsible for the stock supply for clinical areas.
- 5.7 Collaborate with staff to develop, undertake, monitor and evaluate quality improvement activities.
- 5.8 Participates in the accreditation process.
- 5.9 Ensure clinical audits are completed and reviewed. Document and implement improvements.
- 5.10 Manage administration staff to ensure smooth running of the facility.
- 5.11 Record and Collate Clinical Indicator and Incident Data and prepare monthly reports as per Key Performance Areas in line with Quality Standards for Residential Aged Care and Sub Acute Services.

6. Safety

- 6.1 Identify unsafe environment and work practices and accept responsibility for intervention and active participation in WHS programs.
- 6.2 Understand and follow HRC's procedures for the reporting of incidents and potential Worker's Compensation Claims

- 6.3 Implement correct fire safety procedures and attend fire drills as required. Operate as a Chief Fire Warden when required.

7. Other Duties

- 7.1 As delegated by the Executive Manager Clinical Services within the requirements of the position description following consultation and communication.

LEVEL OF RESPONSIBILITY

1. Ensures care recipient care is delivered in accordance with Mission, Vision and Values of Huon Regional Care guided by the policies and procedures of the organisation.
2. Provides leadership, guidance direction and support to staff.
3. Responsible for efficient and effective rostering management within budgetary requirements.
4. Provide reports and recommendations to the Executive Manager Clinical Services regarding all aspects of care delivery at the Dover facility.

SELECTION CRITERIA

1. Essential Requirements

- Registered Nurse Registration with the Australian Health Practitioners Regulation Agency.
- Comply with the National Police Check requirements for Aged Care
- Yearly Vaccine requirements for Aged Care
- Experience and knowledge of aged care and rural health services.

2. Knowledge and Skills Required

- Knowledge of contemporary practice and its application.
- Demonstrates passion about clinical management.
- Knowledge of the legal requirements, relevant policies and procedures of the practice setting.
- Demonstrated clinical competence and expertise in the clinical area.
- Effective communication and interpersonal skills including conflict resolution.
- Ability to act in the preceptor role and support and guide other members of staff.
- Problem solving and decision making skills.
- Ability to motivate and organise self and staff.
- Knowledge of research methods and Quality Improvement programs and the ability to apply these principles.
- Demonstrated competence in organisational management.
- Be outcomes driven.

WORK HEALTH & SAFETY RESPONSIBILITIES OF EMPLOYEES

In the performance of their work, all employees are responsible to the extent of their ability, to preserve the work health & safety of themselves their fellow employees and others, including care recipients.

In particular, employees are to:

- Be aware of and uphold all Huon Regional Care procedures, practices and policies.
- Set an example to fellow employees in following all WHS procedures, practices and directions.
- Correct where possible, and immediately report using documented procedures, any unsafe practice including “near miss” incidents
- Ensure they do not perform unfamiliar tasks for which they have not received appropriate instruction or training.
- Report, using documented procedures, all work-related injuries.
- Co-operate with, and participate in, all programmes designed to make the working and living environment safer and healthier.
- Maintain good housekeeping standards at all times.
- Observe all warning signs and notices.
- Co-operate with the employer so far as is necessary to meet the employer’s obligations under WHS legislation.
- Contribute ideas to the development of a safer and healthier working environment.
- Not intentionally or recklessly interfere with or misuse anything provided in the interest of WHS.
- Participate in and support the induction and other training course

PERSONAL AND PROFESSIONAL DEVELOPMENT

You are required to participate in staff meetings, ongoing education programs relevant to areas of responsibility and attend those training programs deemed mandatory.

The performance of all staff will be reviewed on a regular basis.

QUALITY IMPROVEMENT PROGRAM

Huon Regional Care has a strong commitment to the process of Continuous Improvement and all staff are expected to participate by making recommendations, suggestions or identifying opportunities for improvement to work place practices. Ensure the Facility meets all requirements in quality outcomes for residents and representatives in line with Quality Aged Care Standards in Residential and National Safety and Quality Health Service Standards for Sub-Acute Services. Promote a best practice person centred service where staff are also required to participate in quality projects and relevant practice audits when requested by management.

PHYSICAL REQUIREMENT

The physical requirements below are typical of those that you must meet to successfully perform the functions of the position. You are responsible for maintaining a level of fitness and well-being to be able to perform your role safely. Where appropriate, you will receive manual handling training appropriate to your role.

**Please circle which task below (if any) you would not be able to undertake due to health or injury concerns. Expected physical requirements marked by X.*

	Never 0%	Occasionally (1-30%)	Frequently (31-60%)	Continuously (61-100%)
Lifting/Carrying				
0-9 kg			X	
10-15kg		X		
(unassisted) 16kg +	X			
Pushing/Pulling				
10-15kg			X	
16kg +			X	
Climbing/Balancing		X		
Stooping/Bending			X	
Standing/Sitting				X
Walking				X
Travel		x		

Version	Effective From	Comments	Review Date
002	July 2021	Position Reviewed	July 2023

I have read and understand my role accountabilities based on this position description. I am aware that in accepting this position, I can meet the responsibilities, requirements and physical demands necessary for the position.

Employee Name:

Signature:

Date:
