



Home Care Business Manager

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 Purpose Contributing to the dignity, meaning and comfort of people in need.

Our Vision To be the first choice in aged and community care in Tasmania.

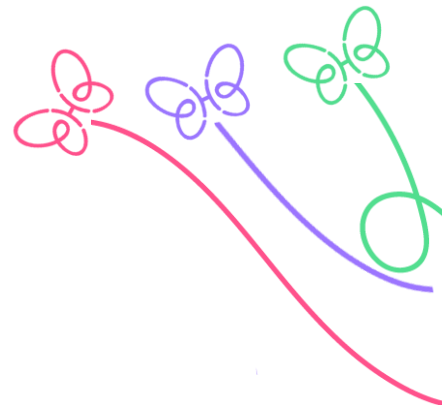
Our Values:

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

<p>Be Reliable:</p> <p>We are consistent, we do what we say, and we say what we do. TRUST grows in us.</p>	<p>Foundation</p> <ul style="list-style-type: none"> • 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.
<p>Be Authentic:</p> <p>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 delivering the best client service possible.</p>	<p>Foundation</p> <ul style="list-style-type: none"> • We listen to, understand and check that we understand, messages, tasks, and 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.
<p>Be Skilled:</p> <p>Being able to do our job 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.</p>	<p>Foundation</p> <ul style="list-style-type: none"> • We work to 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 residents and consumers, their families and carers, and our team.
<p>Be Kind:</p> <p>We are kind, have insight, and work to foster positive relationships.</p>	<p>Foundation</p> <ul style="list-style-type: none"> • 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	Home Care Business Manager
Reports to	Executive Manager Clinical Services
Significant Working Relationships	Executive Management Team, Business Development Manager, Registered Nurses, Enrolled Nurses, Case Managers, Allied Health Professionals, Support Workers, Clients, Relatives, Visitors, Volunteers, Advocates
Location	Home Care Franklin
Agreement/Award	Agreement / Award free

Position Purpose

The position purpose is to manage, lead and support Huon Regional Care's Home and Community Service department, ensuring full awareness and understanding of home and community care services available to the ageing community. Working collaboratively with Executive Management and staff to facilitate integration and coordination of services and programs offered by Huon Regional Care, the position works with limited guidance within the scope of the role and is regularly required to control the work environment.

Role Accountabilities

Customer Experience

- Our clients' health and wellbeing is our priority.
- Promote innovation and excellence in all aspects of home care service delivery.
- Implement staffing and systems so that all enquiries about home and community services and other services provided by Huon Regional Care are responded to promptly.
- Foster effective working relationships with individuals, families, communities, subcontractors, championing direct reports and represent Huon Regional Care within the community (government bodies, community organisations etc) to facilitate sharing of resources and encourage network building.
- Ensure staff are fully aware and understand the continuum of home and community care services available to the ageing community.

Management

- Develop measures used to underpin the quality management system, monitor their application and effectiveness and act on those results as appropriate.
- Embed the Aged Care Quality Standards into service provision and ensure all standard requirements are met.
- Manage service outputs in accordance with budgets.
- Contribute to the development and oversee the implementation of operational procedures and coordination of support activities to ensure Huon Regional Care meets its duty of care obligations in an environment which is conducive to clients, their families, and their friends.

- Raise concerns where critical operational issues may affect the service in particular issues that may have financial or operational implications or pose risks to relationships with purchasers.
- Home and Community Services operational plans and other related performance indicators are monitored, and outcomes are achieved.
- Develop, manage, and report against annual work plans and timely development and completion of quarterly activity reports.
- Review and maintain relevant standards and policies and procedures and contributing to the development of policies, procedures for planned Home and Community Care services.
- Monitor the efficacy of service delivery, taking corrective action when necessary and promote the use of sound time management techniques as to ensure cost effective use of all human and fiscal resources.

Financial

- Ensure the efficient and timely admission process for service users and their families, growing Huon Regional Care's Home and Community client base in line with available resourcing.
- Ensure alliances and effective working relationships with ACATs, referring bodies and Commonwealth respite services.
- Manage Home and Community Services based costed roster and payroll against budget expectations.
- Develop program budget formulation, expenditure control and administration under direction of the CEO.
- Ensure staff comply with individual reporting requirements and management conformance.

Compliance with Aged Care Quality Standards

- Keep and update the Continuous Improvement Plan and implement improvements as needed.
- Assist with updating Self-Assessment tool in line with the Aged Care Quality Standards.
- Circulate and/or perform audits, calculate Home Care Data, source data from Finance and HR, update QPS benchmarking audit portal.
- Keep and update monthly quality Indicator statistics.
- Develop processes for subcontractor compliance and monitoring and risk assessment.
- Compile monthly statistics and provide statistical analysis and breakdown for monthly reporting.
- User Acceptance Testing and Administrator on Home Care Manager liaising with Telstra Business Analyst and Telstra Health Implementation specialists and assist with any new software updates and implementation, including ongoing staff training.
- Input and testing on updated version.
- UAT testing current version.
- Input and testing on Improvement Payment Arranges changes.
- Finance staff implementation of IPA Changes but training required.
- Prepare grant applications and funding variation requests and liaising with Department of Social Services as needed to promote the financial business of Home Care.
- Monitor Department of Health information and implement Subsidy and Supplement rate changes/COVID changes as announced and communicate to relevant management, staff, and Executive Managers.
- Data checking/monitoring for end of month CHSP, suspensions, budgets, and adjustments.
- Understanding of the rostering process for Home Care staff.

There are a number of anticipated changes to Home Care from the Australian Government that will likely affect a number of areas within this role.

Should changes affect your Position Description in the future there will be a discussion and review around responsibilities and changes

People

- Manage the assignment, scheduling, planning and coordination of home and community personal support workers, and gardening and maintenance workers.
- Ensure that work and safety obligations through Huon Regional Care's policies, procedures and risk management are appropriately implemented, effective and evaluated for continuous improvement.
- Monitor and manage the performance of the Home and Community Services team and provide leadership (evaluation and supervision of the Home and Community support staff).
- Ensure adequate staffing levels are achieved to deliver on service growth and sustainability.
- Collaborate with the People and Culture Team and other staff to ensure quality professional supervision, adequate support and debriefing processes are in place.
- In consultation with the People and Culture Team to develop professional development opportunities for staff.
- Ensure effective complaints handling.
- Ensure performance reviews are undertaken at 6 weeks, 12 weeks, and 6 months and annually thereafter.
- Manage staff performance issues with the support of the People and Culture Team.

Excellence and Innovation

- Identify new service opportunities to address service gaps in the community and design services that are valued by clients and are financially viable.
- Develop and implement a Huon Regional Care service philosophy that is innovative and best practice.
- Lead a results orientated and accountable team based environment among staff through regular meetings and other activities.
- Effective role modelling of organisational Values and Culture by continuously examining innovative ways to improve and enhance tasks and processes.

Generic Accountabilities

To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life all employees are expected to:

- To demonstrate consideration, understanding, and respect for clients and their families at all times, in all interactions.
- Ensure personal and team contribution support overall team effectiveness by demonstrating a high level of commitment and efficient follow through of any tasks until completion or as otherwise agreed with the CEO.
- Monitor and report performance against KPIs and take corrective action as required.
- Consult and collaborate with colleagues, Managers and subject matter experts (internally and externally) to ensure the best possible outcomes for Huon Regional Care.

- Provide a safe working environment within your area of responsibility, actively participating in and supporting a 'safety first' business culture.
- Ensure compliance with Statutory and Regulatory requirements, and our policies, processes and procedures.
- Emulate and encourage others to adhere to our values in all work-related activities.
- Safeguarding Elderly and Vulnerable People:

Our organisation takes protection of vulnerable people seriously, and as an employee/ volunteer of Huon Regional Care, you are required to meet the behaviour standards outlined in our Code of Conduct and Elder Abuse Management Policy ADM12. You will have received a copy as part of your induction. You can also access a copy on SharePoint.

Therefore, as a part of your duties and responsibilities, you are also required to:

- provide a welcoming and safe environment for everyone.
- promote the safety and wellbeing of everyone to whom we provide services and with whom you work.
- ensure that your interactions with people are positive and safe.
- provide adequate care and supervision to people in your charge.
- act as a positive role model.
- report any suspicions, concerns, allegations, or disclosures of alleged abuse to management.
- report to management any criminal charges or convictions you receive during your employment/volunteering that may indicate a possible risk to vulnerable people.

Staffing and Resources

- Provide direction and supervision to Registered Nurses, Enrolled Nurses, and Support Workers in providing care for the comfort and well-being of the client.
- Effectively allocate jobs and tasks to staff to ensure a skill mix is adequate to meet client's needs and to maintain safe and adequate standards of nursing care.
- Ensure staff work within their capacity, experience and training.
- Give day-to-day performance feedback to Registered Nurses, Enrolled Nurses and Support Workers.
- Deal with issues promptly, objectively, and professionally and have the 'tough' conversations when required.
- Use effective conflict resolution skills.
- Conduct individual staff appraisals as required
- Develop, empower, and sustain individuals and teams.
- Provide clear direction and guidance to administrative resources.
- Consult with staff about any proposed significant changes to their work environment or work practices.
- Ensure that supplies and equipment are used properly and with a view to cost-effectiveness.

Clinical Care Environment

- Promote and monitor the infection control program to provide a safe, sanitary, and comfortable environment designed to prevent the transmission of disease and infection.
- Ensure that comfort, privacy, and dignity for all clients is maintained.

- Maintain a duty of confidentiality as required and ensure that staff are aware of their obligations in this regard.
- Support grieving clients and families.

Administration

- Liaise with other facility staff and cooperate with strategies designed to maximise bed occupancy from Home Care clients
- Ensure that all client's records are documented in accordance with policies and professional protocols, and maintained in Huon Regional Care's preferred clinical software
- Manage cost control in area of responsibility

Safety

- Engage in safe work practices and encourage others to do the same
- Act as Chief Fire Warden and Senior First Aid Officer when required
- Conduct workplace inspections and incident investigations, record findings and make recommendations for improvement when required

Selection Criteria

Essential qualifications and experience

- A proven track record at a similar management level in aged care or community care.
- Relevant tertiary qualifications such as Business Management, Aged or Community Care Management or similar discipline.
- Demonstrated leadership and management experience. The ability to manage and monitor team performance to manage continuous improvement processes, and to develop, implement and coordinate the activities of staff involved in service delivery to clients.
- High level verbal and interpersonal skills with the ability to resolve conflicts.
- Knowledge of quality assurance principles and the ability to set performance indicators and similar quality evaluation measures.
- Knowledge of legislative/regulatory environment and principles/standards for aged care and rural health, as well as work, health and safety, is essential. An understanding of the ageing process and experience in the care of older people would be desirable.
- The person that fits this role will have a cheerful and positive disposition, and treat clients, their families and staff with courtesy, respect, and dignity.
- The successful candidate will have the experience to operate pro-actively, and the confidence to exercise initiative and good judgement, but will also have the temperament and common sense to work supportively and harmoniously with key stakeholders.

- The person that fits this role will be capable of coming up with a range of practical, flexible, and innovative solutions to the issues that will emerge from time to time.
- On call as required.
- a current driver's licence.
- Required to hold and maintain a "Working with Vulnerable People" registration (Tasmania) and satisfactory National Police Check.

Behaviours

- Confidentiality – applies the highest level of confidentiality, understanding that confidentiality is an imperative for clients, their families, fellow employees, and Huon Regional Care.
- Emulating Values – demonstrates, through behaviour, an alignment to and an understanding of our values and the importance of those values to our ongoing success.
- Delivering Results – efficient follow through of any tasks to completion or as otherwise determined by the direct supervisor or designated employee.
- Relationship building - establishes and maintains relationships with people at all levels; promotes harmony and consensus through diplomatic handling of disagreements; forges useful partnerships with people across business areas, functions, and organisations; builds trust through consistent actions, values, and communication; minimises surprises.
- Teamwork - cooperates and works well with others in pursuit of team goals, collaborates and shares information, shows consideration, concern, and respect for others feelings and ideas, accommodates and works well with the different working styles of others, encourages resolution of conflict within the group.
- Decisiveness - makes rational and sound decisions based on a consideration of the facts and alternatives; makes tough decisions, sometimes with incomplete information; evaluates rational and emotional elements of situations; makes quick decisions where required; commits to a definite course of action.
- Conceptual and analytical ability - deals with concepts and complexity comfortably; uses analytical and conceptual skills to reason through problems; has creative ideas and can project how these link to innovations.
- Risk Adverse – identifies compliance risks and acts to minimize such risks.
- Adapting to Change – seeks opportunities to transform the business by adapting to change in a positive and responsive manner.

- Formulating Concepts – demonstrates short to medium term visioning and develops a plan to achieve the vision.
- Exercising initiative and/or judgement - appreciation of the necessity to exercise limited initiative and/or judgement within clearly established procedures and/or guidelines to find positive solutions in response to identified needs.

Area of Assessment	Requirements	Measures
Ongoing assessment and planning in partnership with the consumers' needs, goals and preferences and respecting and supporting their choices	All assessments and Care plans are updated according to current care needs with consumer inputs and cultural diversity inclusion	Regular audits and reports of mandatory 3 monthly care plan reviews schedule and more frequent as care needs change and discussion with consumer, representative and care team
Performance reviews	Completion of all designated employee Performance reviews	Completed within the allocated annual timeframe or more often for new staff
Skilled and sufficient workforce to provide safe, respectful quality care and services	Completion of mandatory training for all Home Care staff, as and when due	Completed within the allocated timeframe allowed
Clinical and Corporate Governance	Complete allocated reports for Executive Manager Clinical Services, Clinical Governance Committee reports, including all scheduled audits, quality indicators, policy reviews and updates	Compete and submit as per allocated meeting due dates
People Management	Provide management and guidance to all staff including disciplinary procedures if and when required	Harmonious, productive, and cohesive team
Financial	Work within the Home Care budget. Work closely with finance team to ensure maximum financial outcomes	Business unit that is financially sustainable as a stand alone

Version	Effective from	Comments	Review date
003	January 2023	Position reviewed	January 2025

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 and KPI's necessary for the position.

Employee Name:

Signature:

Date:
