



## Executive Home and Community Care

### 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.

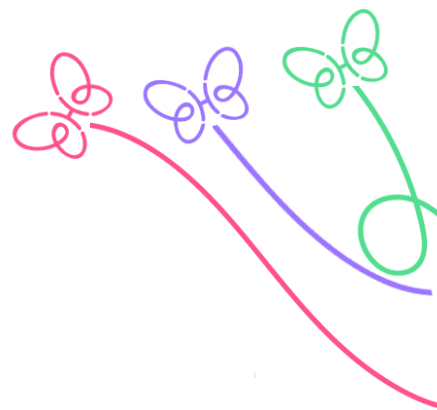
Huon Regional Care leads with courage, through integrity; and accountability; we strive to achieve the very best for our people, and the people we care for, empowering the individual.

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.

<b>Our Purpose</b>	<b>Contributing to the dignity, meaning and comfort of people in need</b>
<b>Our Vision</b>	<b>To be the first choice in aged and community care in Tasmania</b>

### Our Values:

<b>Accountability</b>	We are, and hold each other, accountable, and we demonstrate this by being responsible for and taking ownership of our actions.
<b>Belonging</b>	We create a sense of belonging through contribution and acceptance.
<b>Compassion</b>	We deliver high quality, compassionate care.
<b>Respect</b>	Our partnerships with consumers, stakeholders and the community are built on dignity, diversity and inclusion



<b>HRC CAPABILITIES</b>	
<p><b>Be Reliable:</b></p> <p>We are consistent, we do what we say and we say what we do. TRUST grows in us</p>	<p><b>Foundation</b></p> <ul style="list-style-type: none"> <li>• We understand our role in achieving HRC's Vision and strategic direction.</li> <li>• We follow policies and procedures.</li> <li>• We build professional relationships</li> <li>• We do the right thing when working alone</li> </ul>
<p><b>Be Authentic:</b></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><b>Foundation</b></p> <ul style="list-style-type: none"> <li>• We listen to understand and check that we understand messages, tasks, directives.</li> <li>• We think about and learn from situations in the workplace.</li> <li>• We ask others for assistance and we draw on the expertise of others.</li> <li>• We welcome learning and development opportunities.</li> <li>• We share our ideas for improvement in the workplace.</li> <li>• We work to understand our reactions and responses to situations.</li> </ul>
<p><b>Be Skilled:</b></p> <p>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.</p>	<p><b>Foundation</b></p> <ul style="list-style-type: none"> <li>• We work to and build cooperative relationships with our team members.</li> <li>• We pay attention when others are speaking, and we value their ideas.</li> <li>• We work well with others and cooperate to achieve shared goals.</li> <li>• We are willing and able to accommodate the changing needs of our resident and consumers, their family and carers and our team.</li> </ul>
<p><b>Be Kind:</b></p> <p>We are kind, have insight and work to foster positive relationships.</p>	<p><b>Foundation</b></p> <ul style="list-style-type: none"> <li>• We work to deliver the best possible care and services.</li> <li>• We treat consumers and our colleagues with dignity, compassion and respect.</li> <li>• We build understanding through compassion. We sympathise and we are concerned for the quality and safety of HRC's residents and consumers.</li> <li>• We offer constructive feedback whilst preserving positive relationships.</li> <li>• We remain calm and polite at all times.</li> <li>• We value that all people are different and respect people's choices.</li> </ul>

## Position Description

Position Title	Executive Manager Home and Community Care
Reports to	CEO
Significant Working Relationships	Executive Management Team, Case Managers, Allied Health Professionals, Support Workers, Clients, Government Departments, 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 the Executive Management team 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 effect 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.

### People

- Manage the assignment, scheduling, planning and coordination of home and community personal support workers, and gardening & 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 Human Resources and other staff to ensure quality professional supervision, adequate support and debriefing processes are in place.
- In consultation with the Human Resources Team develop professional development opportunities for staff .
- Ensure effective complaints handling.

### 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 matters 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 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 the course of your employment/volunteering that may indicate a possible risk to vulnerable people.

## STAFFING AND RESOURCES

- Provide direction and oversight to the Home and Community Care Team
- 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
- Deal with issues promptly, objectively and professionally and have the 'tough' conversations when required
- Use effective conflict resolution skills
- Conduct individual staff appraisals when required
- Develop, empower and sustain individuals and teams
- 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

- 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

## ADMINISTRATION

- Liaise with other Huon Regional Care staff and cooperate with strategies designed to maximise growth opportunities
- 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 within the Home and Community Care space

## SAFETY

- Engage in safe work practices and encourage others to do the same
- 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 license.
- 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; minimizes 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



**Version**  
003  
2025

**Effective From**  
MARCH 2024

**Comments**  
Position Reviewed

**Review Date**  
MARCH 2026

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 necessary for the position.

Employee Name:

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Signature:

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Date:

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