

POSITION TITLE	Manager Aged Care Services		
POSITION OVERVIEW	Lead and manage the strategic and business operations of Woden Community Service (WCS) Aged Care Services. Responsible for the delivery of high-quality services, ensuring ongoing improvement and development is integral to the service. Lead the transition of Commonwealth Home Support Services (CHSP) to the Support at Home Program, and related expansion.		
CLASSIFICATION	WCS Level 9	SERVICE AREA	Aged Care
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual		HOURS PER WEEK 38
LOCATION	Callam Offices		
IMMEDIATE MANAGER	Director Mental Health, Aged Care and NDIS		
INDUSTRIAL AGREEMENT	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	6	NO OF INDIRECT REPORTS	35+ including volunteers
KEY RELATIONSHIPS			
INTERNAL	Executive Team, Corporate and Financial Services and CASP Coordinator		
EXTERNAL	My Aged Care, external aged care providers, Department of Health, Aged Care Regional Network		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> ▪ In line with the direction of the WCS Strategic Plan, and with active engagement and monitoring of the reforms in aged care, lead and manage the expansion of aged care programs, including the implementation of Home Care Packages and the transition of CHSP to the Support at Home Program. ▪ Develop, implement and evaluate strategic and operational improvement initiatives that build organisational capability and contribute to long term growth and sustainability of Aged Care Services at WCS. ▪ Work within the WCS clinical and quality governance frameworks to ensure aged care services are compliant with the Aged Care Quality Standards, and the service promotes best-practice and safe, effective person-centred care. Ensure clinical, quality assurance and continual improvement practices and reporting are in place. ▪ Build a supportive team that is professional, customer focused, and inspired to achieve the highest level of performance. Manage to ensure a high level of employee performance is achieved through effective recruitment, performance management and employee development and supervision. ▪ Maximise financial resources by developing and monitoring the Service area's annual budget, looking at efficient business models and developing new service initiatives. ▪ Plan, organise and coordinate the recruitment of staff in line with operational needs and the workforce plan. ▪ Ensure service user engagement is an integral part of service area development and improvements, in line with the WCS Service User Engagement Framework. 			

- Promote and communicate WCS's Purpose and Values both internally and externally.
- Encourage ways of working collaboratively across service boundaries to improve service delivery and the outcomes of the program.
- Develop and maintain strong networks with partner and government agencies ensuring beneficial relationships across the community.
- Actively participate in the Leadership Forum and other organisational activities.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles
- Apply National Principles for Child Safe Organisations, as applicable for the role.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Highly effective leadership, interpersonal and people management skills, including the ability to liaise with people from a diverse range of backgrounds. • Demonstrated experience in the delivery of Aged Care services. • Demonstrated knowledge of issues for older service users and their families and carers. • Demonstrated effective financial management to ensure ongoing viability of the service and strong business development skills. • Excellent verbal and written communication skills. • Demonstrated practice in leading supervision and reflective practice in a team environment. • Ability to work effectively and collaboratively across the organisation and the aged care sector. • Relevant tertiary qualifications. • Current Senior First Aid Certificate and Driver's Licence.
Desirable	<ul style="list-style-type: none"> • Clinical qualifications (registered nurse) with the ability to provide current registration and practicing certificate with the Australian Health Practitioner Regulation Authority. • Experience working in a for-purpose organisation. • Training and/or qualifications in leadership and management.
Other	<ul style="list-style-type: none"> • Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

Document History	Original: January 2016	Revised: January 2022	Version: V4
Employee's name		Signature	
		DATE	