



Position description

Position:	Manager Client Experience Unit
Agreement:	Boandik Lodge Inc Nursing Employees & ANMF Enterprise Agreement 2017
Responsible to:	Chief Client Officer

Position objectives

- Liaise and collaborate with the chief client officer and senior residential services staff to achieve and maintain optimum standards of care for clients, maximum staff harmony and teamwork and support for colleagues, students, volunteers, friends and representatives of clients.
- Manage Client Experience Unit staff to ensure that they achieve the outcomes required of their positions and contribute to the Unit meeting its objectives.
- Build supportive relationships with clients, carers and representatives.

Key responsibilities

1. Overall management and coordination of the Client Experience Unit.
2. Liaise and collaborate with residential managers (and other staff) to achieve and maintain staffing rosters to deliver quality care and the distribution and duties of volunteers to value add services for residents.
3. Liaise and collaborate with residential managers (and other staff) to implement and maintain infection prevention and control processes, and to provide advice and support around dementia.
4. Manage the Unit that provides potential and existing residents with continuously improving quality services
5. Identify resident needs, respond to resident queries, and collaborate with internal departments to optimise resident services and brand awareness in the community
6. Train, lead, supervise and motivate Unit staff
7. Handle difficult customer service situations and resolve conflict
8. Recognise, plan for and manage issues of diversity within the unit and services provided.
9. Monitor, analyse and respond to resident feedback and develop strategies to improve the overall resident experience
10. Work closely with the Chief Client Officer and Residential Services Managers to improve the overall experience of residents during their stay with Boandik.

Duties

1. Management and coordination of the staff and services provided by the Client Experience Unit
2. Ensure that services operate in line with funding arrangements, policy and procedure and relevant legislation and achieve internal and external targets.
3. Participate in a rostered on-call program for residential services support, maintenance and administrative support.
4. Generate and maintain a trusting relationship with residents, and representatives, which includes protecting confidentiality, privacy, dignity, individual choice and decision making.

5. Support new residents and representatives during the entry process, and thereafter, by following appropriate reporting mechanisms to meet duty of care and legislative requirements.
6. Participate in a team approach with staff and other professionals in the identification of resident needs and the subsequent provision of holistic care.
7. Provide and promote quality customer relations concerning Boandik to all stakeholders and the community.
8. Assist implement, maintain and evaluate an effective quality system that ensures achievement of quality standards for all services and programs, particularly those set by the Aged Care and Quality Safety Commission.
9. Participate in the development of policies/procedures for Residential Services and the entire organisation.
10. Use the nursing process to identify care and/or nursing needs by thoroughly assessing the physical social and emotional needs of new residents (permanent and respite) and contribute to the development of a support plan that will provide direction to meet these needs.
11. Ensure timely and accurate documentation for professional, legal, financial and statistical purposes, as detailed in the documentation and accountability manual.
12. Provide staff education and training opportunities that will enhance the client quality of life and assist the training of employees by either personal instruction and/or demonstration.
13. Adapt to and participate in changes in the work environment.
14. Careful and correct use of stores and equipment with due regard to economy.
15. Other duties as may be assigned, commensurate with the occupant's skills, training, experience and classification.

Key performance indicators

The key performance indicators below will ensure that key responsibilities are achieved and will be monitored and reviewed at staff appraisal annually:

Position Specific

1. Completion of annual staff appraisal, prior to appraisal expiry date.
2. 98% satisfaction with partner in care for new residents, as assessed by resident survey.
3. 100% of new resident assessments are completed within the first 4 weeks of occupancy.
4. 100% compliance with regulatory reporting requirements.
5. Achieve 100% on medication assessment.
6. Complete 20 hours per year professional development.

Organisation

1. Read and signed emergency procedures manual on an annual basis.
2. Read and signed hazardous chemical register on an annual basis.
3. Submit hazard forms as required - achieve submission of 0.5 hazard per full time equivalent employee.
4. 90% of workers compensation claims are submitted to department head within 2 days.
5. Incident forms will be completed and submitted on Donesafe on the day of the incident.

Mandatory requirements

1. NDIS worker screening check (less than 3 years old)
2. Current SA driving licence.
3. In accordance with the Aged Care Act 1997 the person occupying this position must not be:
 - Someone who has been convicted of an indictable offence
 - Someone who is insolvent under administration
 - Someone who is of unsound mind.
4. Influenza vaccination – required by Public Health order
5. COVID 19 vaccination – required by Public Health order

Qualifications and experience

1. Essential - Registered Nurse (Division 1) General with AHPRA.
2. Tertiary qualifications in management are desirable
3. Experience in the coordination and delivery of clinical and administrative services relating to health, community, aged care or similar services / programs.
4. Proficiency with Microsoft office products

Skills, knowledge and attributes

1. Strong customer focus
2. Strong organisational, problem solving, time management and prioritisation skills
3. Flexibility and ability to work on-call
4. Ability to establish successful networking and relationships
5. Ability to work well unsupervised, be reliable, approachable and patient with residents, families and staff
6. Ability to work effectively within a multi-disciplinary team environment
7. Ability to provide leadership that motivates staff to provide quality client focussed services.
8. Ability to identify changing themes, trends and future directions for the services that you manage and effectively respond to these.
9. Initiative and self-motivation.
10. Empathy and understanding of older people, their families and carers.
11. Understanding of the aged care environment and a passion for helping people secure the support they require to maintain and optimise their independence
12. Understanding of client engagement processes
13. Current unencumbered driver's licence

Performance management

New employees:

Your orientation will be the first step in the Performance Management Process. You will have a six month review as part of your probation at this review we will check your progress and development and that the following are completed:-

- a. "In their homes" learning package
- b. NDIS worker orientation module

All employees:

1. Participate in an annual performance appraisal and/or review by staff.
2. Meet the Key Performance Indicators as agreed with the chief client officer on an annual basis.
3. Establish an annual professional development plan.
4. Act in accordance with professional, legislative and organisational standards, policies and procedures.
5. Seek out professional development and ongoing educational opportunities to maintain a high level of professional skill and job satisfaction.
6. Attend all sessions at the compulsory study days on an annual basis.
7. Comply with the Boandik's employee code of conduct at all times.
8. Attend staff meetings as required.

Continuous improvement

1. Recognise the need for and participate in continuous improvement programs relevant to the work area.

Health and safety

1. All staff have a legal obligation to ensure that they comply with work health and safety regulations and the organisational policies, procedures and standards.
2. Promote effective health and safety practices from all staff.
3. Monitor compliance with work health and safety legislation.

Equal employment opportunities

1. Understand and participate in promoting Equal Opportunity Legislation and Boandik policies relating to this legislation.
2. Model behaviours that are fair, nondiscriminatory and free of harassment.

Salary packaging

1. Boandik offers salary packaging to all staff members who have satisfactorily completed their probationary period.
2. Salary packaging is provided by CBB at a small cost to the staff member.
3. Salary packaging is limited to amounts that are allowable without attracting fringe benefits tax. If a staff member chooses a salary packaging outside these limits, they will be liable to pay the fringe benefits tax. CBB will advise staff to ensure this does not occur.
4. Boandik allows staff to salary package unused leave payments on termination of employment.

Further information is available in the human resource policy. This addendum forms part of the position description for my role and I accept the information included.

Employee acknowledgement

I, _____, have read and understood this position description and accept that this and the duties list for this position form the contract of employment.

Employee's Signature: _____ Date: _____

Chief Client Officer: _____ Date: _____