



Position: **Client Experience Unit Manager**

Employment Type: Permanent Full Time

Responsible to: **Chief Client Officer (CCO)**

A rare opportunity has opened for the position of **Client Experience Unit Manager** to join our team.

Whether you are wishing to take a step-in pursuit of higher-level management or purely wanting to lead, mentor and impart your industry and professional knowledge to aspiring nursing and care staff, this position provides a challenge and is an integral role at Boandik.

If you are a Registered Nurse with demonstrated experience in Clinical Leadership and Aged care and or community services, and possess the ability to drive holistic clinical, social, and person centred care for our residents, then this role is perfect for you!

About the role

Operating from our Lake Terrace office and working across the entire organisation, the Manager will establish and lead a Client Experience Unit responsible for managing, coordinating and supporting key stages of an older person's experience within the residential service.

As the Client Experience Unit Manager, your focus will be on building meaningful and genuine relationships with residents and their families. You will ensure that they are receiving the care and support to empower them, so they can live the life they choose.

In this critical role you will draw upon your multifaceted problem-solving and analytical skills to provide support to clients and their families. Your strong understanding of care principles will help to tailor plans to individual client needs, while your warm interpersonal skills will help to ensure the high level of quality service that Boandik provides.

About you

- Current AHPRA registration as a Registered Nurse
- NDIS worker screening check (less than 3 years old)
- Verifiable experience working in a clinical capacity in an Aged Care or similar environment
- Excellent clinical assessment skills and care planning capabilities
- Excellent interpersonal and communication skills, high level written and verbal communication skills and computer literacy.
- Previous experience in Aged Care services and an understanding of the aged care industry, including packages and the Aged Care Quality Standards
- Ability to exercise initiative, independent judgement, problem solving and decision making skills in relation to managing assigned responsibilities.

What's on offer

- Opportunity to work in your local community and make a difference to the lives of our residents and clients.
- Market competitive salaries and salary sacrifice opportunities.
- Not for profit tax savings and benefits of up to \$18,500 p/a plus.
- Full time, part time and casual employment options.
- Guaranteed rostered shifts for permanent staff.
- Variety of shifts available morning, afternoon and night duty.
- Ability to have an Individual Flexibility Agreement to suit your lifestyle.
- Continual learning & development opportunities.
- Assist with relocation and accommodation for the right candidate.

Application Details

For a confidential discussion please contact Pamela Alde, Chief Client Officer on (08) 8725 7377.

Applications must specifically address the requirements, qualifications, and experience in a cover letter along with a resume including contact details for at least two referees.

Applications can be submitted via email to Human Resource Team, hr@boandik.org.au

Applications Close: Wednesday 14 June 2023

Boandik is an equal opportunity employer and is committed to attracting and retaining a diverse workforce that reflects the community we serve.