



JOB OVERVIEW			
<b>JOB TITLE</b>	Community Care Manager		
<b>JOB LOCATION</b>	Regional Office	<b>WEEKLY HOURS</b>	38
<b>DIVISION / DEPARTMENT</b>	Agency Services	<b>SALARY</b>	9
<b>DIRECT REPORTS</b>	Aged Care	<b>WORKING CONDITIONS</b>	Based in Katherine Regional Office, remote travel required and stays in remote communities, First Aid Certificate, Current Criminal History check (within 3 months),
<b>REPORTS TO</b>	CEO	<b>EMPLOYMENT CONDITIONS</b>	Victoria Daly Regional Council Enterprise Agreement 2021 - 2023.
POSITION DETAILS			
<b>JOB PURPOSE</b>	The Community Care Manager will oversee the leadership and management of the Aged Care Programs, Ensuring the efficient and effective delivery of the program in the region.		
<b>DUTIES AND RESPONSIBILITIES</b>	<ol style="list-style-type: none"> <li>1. Management of the Aged Care programs (CHSP) Commonwealth Home Support Program, (HCP) Home Care Packages, (NATSIFAC) National Aboriginal Torres Strait Islander Flexible Aged Care and (IEI) Indigenous Employment Initiative program.</li> <li>2. Provide strategic advice and support to Council, management and Staff on remote communities.</li> <li>3. Manage, lead and develop high performance teams that are appropriately staffed with systems in place for professional development and performance management.</li> <li>4. Develop and implement strategic and operational plans for Aged Care programs responding to the priorities outlined in Councils Regional Plan</li> <li>5. Ensure each consumer is treated with dignity and respect with their identity, culture and diversity valued.</li> <li>6. Liaise with Support Team in Katherine on daily operations, informing the CEO, HR of emerging issues within the programs delivery. Regularly seek input and feedback from consumers, carers and workforce and use the input and feedback to provide continuous improvements for individuals and the whole organisation.</li> <li>7. Ensure Aged Care programs are managed and executed successfully with services and compliance being met on all communities.</li> <li>8. Oversee Staff on five communities with the preparation of agendas and participate in team meetings and case management meetings as required.</li> <li>9. Ensuring compliance, assist in the planning, coordination, delivery and evaluation of all Aged Care services and ensure they are implemented, financially sustainable and are in accordance to funding contractual requirements.</li> <li>10. Monitor and record all continuous improvement within program delivery.</li> <li>11. Successfully submit reports in accordance to the Aged Care requirements for program.</li> <li>12. Management and coordination of Compliance and Financial audits undertaken in Aged Care.</li> <li>13. Conduct reviews and internal audits on Consumer profiles in Etools and ensure the Etools data base is maintained, accurate information and is up to date. Ensure ongoing assessments and planning with consumers is carried out.</li> <li>14. Ensure that budgets in etools comply with requirements of Individual Consumers.</li> <li>15. Monitor and ensure Aged Care portal is up to date and reflective of delivery of service.</li> <li>16. Monitor Centrepay for consumers and keep up to date records.</li> </ol>		

17. Ensure Medicare payments are in accordance to service delivery.
18. As required provide and complete reports to CEO and Council.
19. Proven ability to manage and lead the development of high performing teams
20. Where possible promote and develop the programs accessibility, range and level of service delivery within approved budget parameters / including ability to seek further funding when required.
21. Approve purchase orders and Invoices while maintaining budget parameters
22. Investigate and access areas of social needs within the community and plan effective responses when required or directed by Regional Manager or CEO.
23. Work in conjunction with Grants Coordinator in supporting grant opportunities that reflect community needs, the development and implementation of regional service strategies and entering negotiations with government bodies in the sourcing, review and reassessment of grant funding.
24. Establish and maintain effective relationships with appropriate departments of the Northern Territory and Australian governments and agencies relevant to Aged Care
25. Ensure that all relevant proposals or decisions of government and their agencies affecting the areas of Aged Care are monitored and appropriate action taken and information provided to the CEO and Council.
26. Monitor that all new employees are inducted into their workplace and all appropriate commencement forms and compliance documents have been completed and submitted to Human Resources.
27. Liaise with Council Human Resources department to ensure employee files are kept up to date with details of any training courses attended and certificates achieved.
28. Monitor that all recruitment related paper work including community advertising, interviewing, request to fill vacancies are completed and submitted to Human Resources.
29. Oversee that timesheets and leave forms are submitted and timesheet summary is prepared for each pay fortnight and approve.
30. Monitor and oversight of all maintenance and improvements for Assets. Ensure service environment is welcoming, easy to understand and optimises consumer's sense of belonging.
31. Ensure the policies and procedures of the Council are adhered to and all resources are effectively deployed.
32. Ensure and maintain good standards of communication with all appropriate agencies of government in pursuit of Council's decisions and policies.
33. Ensure safe and effective personal and clinical care to consumers and insure infection control is maintained at all times.
34. Act with sensitivity, confidentiality, courtesy and discretion at all times.
35. Carry out any other duties as requested and directed by the CEO, HR or Council.

#### **QUALIFICATIONS, EDUCATION, EXPERIENCE & KNOWLEDGE**

##### **EDUCATION REQUIREMENTS**

- Tertiary qualifications in Aged Care, Finance, Management or similar (essential)
- Tertiary qualifications in Public Health, public policy, social planning or similar (desirable)
- A Current First Aid Certificate (essential)
- Current open NT drivers licence (essential)

##### **EXPERIENCE & KNOWLEDGE REQUIREMENTS**

1. Extensive experience in leadership roles in delivering high quality Aged Care services.
2. Demonstrated ability to manage and support high quality service delivery including achieving and maintain registration and accreditation, strategic planning, financial management, business planning, staff mentoring, coaching and supervision
3. A demonstrated ability to meet strict compliance requirements of the Aged Care and Quality Safety Commission. Full understanding of the Aged Care Quality Standards.
4. Demonstrated high level communication skills both written and oral including the capacity to prepare performance reports, operational and work plans, business cases, secure community investment and stakeholder engagement.
5. Excellent communication and advocacy skills with the ability to effectively manage complex situations

6. Demonstrated ability to lead, manage and develop staff from a range of backgrounds and in a cultural context.
7. Previous experience in working with Indigenous people or in situations requiring sensitivity to cultural differences. Demonstrated ability to travel remote.
8. Capacity to lead change management and to develop and implement organisation development programs and initiatives.
9. Proven experience or ability to successfully managing and monitoring Aged Care services programs and fulfil financial obligations to program areas in accordance to guidelines
10. A demonstrated ability to meet strict compliance requirements and implement change
11. Provide proved finance experience in order to develop and maintain program areas and meet strict compliance regulations in accordance to the Department
12. Demonstrated experience in effectively developing and maintaining strategic relationships with stakeholders, including all levels of local government, other levels of government and the community
13. A capacity to lead change management and to develop and implement organisation development programs and initiatives
14. Proven ability to work effectively as a member of a diverse team and contribute to an innovative and positive working environment that motivates and supports people to achieve high levels of performance. Proven understanding of issues that affect the delivery of services on remote Indigenous Communities.
15. Proven ability to work independently, effectively as a member of a diverse team and work well under pressure.
16. Proven ability to provide support, development, programming, advice and training for community development initiatives
17. Proven ability to oversee the financial management for the Community Services programs to achieve maximum benefit from all resources
18. Sound knowledge of the principles of Work Health & Safety
19. Thorough knowledge of and ability to meet all the Aged Care Standards
20. Excellent relationship management, negotiation, consultation, networking and partnering skills with all levels of staff.
21. Sound knowledge of etools data base program

**OTHER  
REQUIREMENTS**

1. Criminal History Check (recent within 3 months)
2. Working with Children's Clearance
3. A Current NT Drivers licence
4. The occupant must be prepared to travel throughout Councils region spending time in our Communities away from home.

**PHYSICAL  
REQUIREMENTS**

The position holder's employment conditions are as set out in the holder's letter of employment offer and in the Victoria Daly Regional Council Enterprise Agreement 2021 - 2023.

**APPROVED By  
RUSSELL  
ANDERSON  
CHIEF EXECUTIVE  
OFFICER**



**DATE  
APPROVED**

9/2/2022

