

Position Description - Care Manager

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| Position Title | Care Manager | Reports To | General Manager |
| Supervising | Clinical Services Team Leaders, Registered Nurse In charge | Liaises With | Care Team (RN's, EN's, PCA's) Lifestyle Team, Quality Department, ILU, Food Services, Residents and Families, External Medical Practitioners, Clinical Capability Manager |
| Employment Instrument | Mayflower Nurses Enterprise Agreement 2021 | | |
| Classification | Registered Nurse Grade 6 | | |

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| Our Vision | Care without Compromise |
| Our Mission | Enhancing quality of life choices for our community |
| Our Values | <p>Compassion We care for those in need with empathy and understanding of the person</p> <p>Excellence We strive for quality and distinction</p> <p>Integrity We are honest, ethical, and sincere</p> <p>Respect We recognise the value, uniqueness, and dignity of every</p> |

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| Position Purpose | <p>As a key member of the Mayflower Residential Aged Care Management Team and clinical expert, the Care Manager is responsible for overseeing the delivery and outcomes of clinical care for residents.</p> <p>This role involves the supervision, mentoring, and developing of the clinical care team to ensure high-quality care standards and Aged Care regulations are consistently met. The Care Manager provides clinical oversight, ensuring residents receive safe, timely, and effective person-centred care and appropriate advocacy.</p> <p>This position also supports the General Manager in the ongoing review and development of clinical processes, and service delivery, ensuring sector compliances are maintained, with current best practices at the forefront.</p> |
| Qualifications Checks and Licences | <p>Mandatory</p> <ul style="list-style-type: none"> • Current registration with AHPRA as a Registered Nurse Division 1 • NDIS Worker Screening Check • Full COVID vaccination <p>Desirable</p> <ul style="list-style-type: none"> • Master's in nursing or further studies in dementia or mental health • Flu Vaccination • Drivers Licence • Level 2 First aid and CPR |

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| Key Selection Criteria | |
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| Essential | |
| <ul style="list-style-type: none"> • Knowledge and understanding of the diverse needs of older people. • Extensive experience managing a multi-disciplined team in social/community services or health services. • Minimum 5 years' experience in a similar role within Aged Care or other relevant health service. • Ability to adjust to changing needs, prioritise and effectively manage time. • Knowledge and application of a person- centred model of care. • Demonstrated leadership capabilities. • Knowledge and application of the Aged Care Standards and other relevant government policy and legislation. • Excellent oral and written communication skills including computer literacy. | |
| Desirable | |
| <ul style="list-style-type: none"> • Understanding of issues related to OH&S, infection control, manual handling and hazard identification. | |

| Accountabilities | |
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| Quality Service Delivery | <ul style="list-style-type: none"> • Support Clinical Team Leaders with clinical reviews, including responding, planning, investigating, assessing, documenting, and reporting on resident care; manage professional development for team leaders and care team. • Oversee care plans and assessments to ensure they are current, accurate, and reflective of provided care; develop, implement, and monitor clinical programs in line with Mayflower's person-centered approach. • Ensure consistent high-level care delivery, medication management adherence by PCA, EEN, and RN staff, and review call bell reports to address resident needs and communicate delays. • Maximize AN-ACC funding through accurate documentation and opportunity identification; oversee resident admissions, discharges, and operational tasks like ordering and audits. • Review and action incident reports, respond to queries, complaints, and department incidents timely, escalating as needed to General Manager. • Participate in auditing, monitoring, and quality improvement to meet obligations under the new aged care act, review systems and processes for compliance with sector best practices. • Liaise with allied health and lifestyle teams to coordinate practices, ensure positive resident outcomes, and support meaningful resident lifestyles. |
| Reporting and Documentation | <ul style="list-style-type: none"> • Review incident reports and action accordingly. • Complete monthly KPI data required by the General Manager. • Oversee reporting and progress to completion of maintenance issues pertaining to residential aged care. • Ensure all documentation is reflective of individualised care delivered. |
| Stakeholder Engagement and Communication | <ul style="list-style-type: none"> • In collaboration with the General Manager, attend to family queries and concerns • Manage and participate in collaborative communication with clinicians, care team, families, residents and broader stakeholders • Liaise professionally and effectively with relevant stakeholders, both internal and external. |

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| Leadership and Culture | <ul style="list-style-type: none"> Support, encourage and lead the development of the clinical care team to ensure they are suitably equipped to deliver a high standard of service to the residents Facilitate the orientation and ongoing support of new team members through structured staff onboarding programs, buddy shift arrangements, and close collaboration with the Clinical Capability Manager to identify and develop emerging leaders. |
| Compliance and Continuous Improvement | <ul style="list-style-type: none"> Ensure effective allocation and distribution of team members within each unit across all shifts in line with mandated care minutes Operate in accordance with legislative and quality standards. Participating in the auditing and monitoring of functions within the department to ensure quality and accreditations standards are met. Undertake all mandatory reporting within the required timeframes |
| Skills and Competencies | <ul style="list-style-type: none"> Knowledgeable of relevant legislative standards and guidelines. Participate in meetings and in-service training sessions. Pursue ongoing development and contribute to continuous improvement. |
| Work Health Safety | <ul style="list-style-type: none"> Comply with the OHS Act 2004. Take reasonable care to ensure your own safety, not place others at risk by any act or omission, follow safe work practices and procedures, use and care for equipment as instructed, not wilfully and recklessly interfere with safety equipment, report hazards and injuries, and cooperate with Mayflower to meet OHS obligations. |

| Key Performance Indicators | |
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| Finance | Manage and maintain efficient use of resources through appropriate clinical decision-making within own scope of practice. |
| Resident | Create a positive experience for the residents, clients and their families through compassionate communication, respect, dignity and emotional support |
| Quality | Consistently deliver care services that support and enhance residents' overall quality of life, meeting or exceeding established standards of aged care. |
| People | Staff are appropriately trained relevant to their roles and have opportunity for professional development. Demonstrate effective leadership through collaborative, inclusive and innovative approaches. |

I have read, understood and accept the above position description.

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| Employee Name: | | Signature: | | Date: | |
| Manager Name: | | Signature: | | Date: | |

Copy to Employee Copy to Personnel File

Completed By: (Initials)

Date: / /