

# Position Description

## Position Details:

Position Title:	Residential Aged Care Specialist
Reports To:	General Manager – Seniors Business Operations
Agreement:	Negotiated Contract
Group:	Seniors Living
Team:	Business Operations
Approval Date:	27 November 2023

## Organisation Overview:

Churches of Christ has been an active part of the community for more than 130 years. We have a significant presence in Queensland and Victoria with over 200 services in more than 100 communities. Thanks to the support of over 3,800 staff and 1,000 volunteers, we positively impact tens of thousands of lives each year.

We operate a range of missional and community care services to assist families, the elderly and people in the areas of early childhood care; children, youth and family services; community housing; retirement living; home care; and residential aged care services. We provide Christ-inspired care and compassion to vulnerable people at different stages of their life journey. Visit [cofc.com.au](https://cofc.com.au) to learn more about us.

## Position Overview:

The Residential Aged Care (RAC) Specialist is responsible for the provision of subject matter expertise in the operational management of the RAC business. The role supports realisation of financial KPIs and collaborates with the services towards meeting budget and complying with legislative and CofC policies.

The Residential Aged Care Specialist contributes as an integral member of the Seniors Living group and supports activities aligned with the strategic direction of and consistent with the mission and values of Churches of Christ.

## Position Responsibilities:

1. Facilitate accurate budget forecasts in conjunction with Service Managers and Finance.
2. Review RAC room pricing and make recommendation for adjustment to optimise financial performance.
3. Monitor and provide operational recommendations around variances to budget, occupancy, care minutes against AN-ACC and highlight roster changes required.
4. Assist Service Managers to implement rostering changes in consultation with Human Resources.
5. Assist to ensure compliance with legislation; recommend and implement improvements; establish and maintain policies and procedures.
6. Review RAC bad debts; undertake discussions with families and make application to QCAT.
7. Collaborate with internal stakeholders regarding marketing strategy: promote sales opportunities and maintain market knowledge.
8. Assist to onboard Service Managers; support and mentor.

9. Participate in the implementation of new systems or processes and in projects as SME for RAC.

## **Organisational Accountabilities:**

### **Leadership**

1. Work collaboratively with others to facilitate achievement of organisational strategies and delivery of high-quality services.
2. Ensure associated legislative and external reporting requirements are met.
3. Work collaboratively with others to shape the culture and morale of the workforce within area of responsibility and ensure a culture consistent with the organisation's mission and values.

### **General**

4. Work with the relevant manager to ensure policies and procedures are communicated to and implemented by staff; provide advice, reports and recommendations on matters for which the role is responsible; provide advice, reports and recommendations on relevant matters.
5. Ensure financial targets in areas of responsibility are met; comply with acquittal and funding agreement requirements and ensure corrective action is implemented.
6. Deliver a high standard of client service to all stakeholders; contribute to review, assessment and evaluation of service delivery and promote best practice; achieve key performance indicators for service level agreements, risk management, budgets and savings targets.
7. Support the team/group business plans and work collaboratively with key stakeholders to achieve objectives and strategies.
8. Advance Churches of Christ's reputation in the community; support service integration by providing seamless provision of client-focused care and services.
9. Foster and promote a culture of zero harm in the workplace; ensure compliance with legislation and organisational policies and procedures; take reasonable care to ensure that actions and omissions do not impact on the health and safety of others.
10. Assist the role owner of the organisation's quality management system within area of responsibility to ensure content and documentation is current, effective and compliant with legislative and regulatory requirements; manage and coordinate system changes and encourage a commitment to quality standards and continuous improvement.

### **Mission Focus**

11. Forward the mission and model the values of Churches of Christ in day-to-day work, including in all interactions with members, ministers, staff, and other stakeholders.

## **Key Selection Criteria:**

### **SC1: Qualifications and Knowledge**

#### **Essential:**

- Degree qualifications in Business / Finance or equivalent experience.
- Knowledge of financial arrangements within the seniors living industry.
- Current driver's licence.

## **SC2: Experience**

Essential:

- Four years' experience in business support/financial management.

Desirable:

- Experience in aged care.

## **SC3: Technical Competence**

- Intermediate computer skills with the ability to use Word, Excel, Outlook and PowerPoint.

## **SC4: Personal History Checks**

- Possess a current National Police Certificate – or the ability to acquire.
- Possess a current Influenza Vaccination – or the ability to acquire – if deemed a requirement in accordance with government direction and/or Churches of Christ Policy.
- Possess COVID-19 Vaccination - or the ability to acquire – in accordance with government direction and/or Churches of Christ Policy.

## **SC5: General**

1. Proven leadership skills with the capacity to deliver results, support the team/group business plans, meet objectives and financial targets, inspire and motivate teams, and work across organisational boundaries to achieve shared goals.
2. Well-developed communication and interpersonal skills to engage with a range of internal and external stakeholders.
3. Well-developed problem solving, decision making and negotiation skills, and demonstrated ability to manage challenges of change and innovation.
4. Proven ability and willingness to support a culture of safety, legislative compliance, quality and continuous improvement.
5. An understanding of the principles and values of Christianity and a demonstrated commitment to the mission, vision and values of Churches of Christ.