

# POSITION DESCRIPTION



**Position:** Director (Aged Care)

**Position Classification Level:** Community Service Worker Classification Level 8 (as per Northside’s Enterprise Agreement)

**Reports to:** Executive Director (Client and Corporate Services)

## NORTHSIDE COMMUNITY SERVICE VISION, MISSION AND VALUES

**Vision:** A community where everyone matters and has the opportunity to fulfil their potential.

**Mission:** Provide exceptional early learning that gives the strongest start in life to children, and work with extraordinary people to strengthen their connection and access to home and community.

<b>Values:</b>	Courage	Integrity	Choice	Innovation	Collaboration
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## POSITION OBJECTIVE

To lead the Aged Care program in line with the strategic vision and regulatory Standards. The Director will ensure the delivery of culturally inclusive services, emphasising ethical practices and continuous quality improvement. By fostering collaboration and innovation, the role will strengthen internal and external partnerships while prioritising the well-being of the clients.

## KEY RESPONSIBILITIES AND DUTIES

- Oversee the full spectrum of aged care services, ensuring alignment with organisational goals and compliance with contractual and grant obligations.
- Direct and enhance service delivery strategies, ensuring high-quality, individualised care and support for the clients.
- Lead the design, implementation, and evaluation of services.
- Establish, monitor, and analyse Key Performance Indicators (KPIs) for the Aged Care program.
- Provide direction, mentorship, and support to aged care team promoting professional development.
- Oversee the departmental budget, ensuring effective financial management aligns with organisational objectives.
- Engage with the local community to understand and cater to their specific needs and expectations related to aged care.
- Stay updated with technological advancements in healthcare and consider their implementation in the aged care setting.
- Remain informed about the latest research and best practices in the aged care industry, ensuring ongoing professional development.
- Oversee the recruitment and staffing processes, ensuring the team meets the needs and standards of the organisation.
- Develop and implement protocols for potential crises, ranging from health emergencies to public relations challenges.

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- Regularly liaise with key stakeholders, including families of aged care clients, community leaders, and potential investors.
- Foster a culture of continuous improvement by regularly reviewing and updating processes and service delivery methods.
- Establish collaborative ties with relevant agencies and professionals in the relevant sectors, aiming for an integrated service provision.
- Design and refine robust operational systems for service delivery across the three areas, emphasising efficiency and quality.
- Ensure the preferences, needs, and rights of the clients are at the forefront of all decisions, and record-keeping practices are impeccable for the program.
- Ensure all services and activities align with Northside’s risk management protocols, emphasising safety standards for the clients.
- Lead audits and reviews and prepare detailed reports and recommendations for the executive team.
- Offer insights and recommendations on policy strategies and drive their conceptualisation and implementation.
- Uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety, and Environment requirements.
- Develop sound working relationships across all levels of the organisation and undertake other relevant duties as directed, consistent with the employee’s skill, competence, and training.

## **ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE**

1. Demonstrated expertise in the aged care, serving individuals of varied cultural and linguistic origins.
2. Demonstrated leadership in guiding high-performing teams attending to community members faced with trauma and/or vulnerability.
3. Demonstrated capacity to forge and nurture partnerships, championing collaborative initiatives with external agencies, amplifying service quality and outcomes for clients.
4. Ability to innovate and adapt to changes in the aged care sector, particularly in response to legislative shifts and industry best practices.
5. Experience in managing and adhering to departmental budgets while ensuring optimal service delivery.
6. An understanding of mental health challenges often faced by the elderly and the requisite care approaches.
7. Demonstrated resilience and emotional intelligence, particularly when handling challenging situations or crises.
8. An understanding of, and commitment to, ethical considerations specific to the aged care sector.
9. Prior experience or familiarity with any specialised software or technology platforms commonly used in aged care management.
10. Exceptional interpersonal abilities, ranging from facilitation and presentation to negotiation and conflict resolution, ensuring Northside Community Service's reputation is upheld in all engagements.
11. Proficiency in drafting detailed assessment reports and applying intervention methodologies, complemented by stellar written communication skills and technological adeptness.
12. Established competence in orchestrating tasks, time management, and prioritising demands, underscoring superior organisational skills and a focus on achieving departmental results.

## **QUALIFICATIONS AND/OR TRAINING**

- Applicants must hold at least one of the following professional registrations:
  - a. Registered Nurse

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- b. Occupational Therapist
- c. Registered Psychologist
- Full driver's licence.
- Full time access to a comprehensively insured car.

**PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

- Prolonged periods of sitting at a desk and working on a computer.
- Occasional lifting, manual handling tasks.
- Driving to clients' or partnership organisations' locations.
- The position requires use of personal vehicle to deliver Northside services.
- Able to work some evenings, weekends & public holidays.

**GENERAL EMPLOYMENT INFORMATION**

Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

**SIGNATURE**

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			

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