POSITION DESCRIPTION

Position Title:	Executive Manager Home Care Services
Reports To:	Chief Executive Officer
Salary/Classification Level:	Negotiated Salary Package
Reporting to This Position:	Community Managers, Business Manager, Administration staff)
Date created:	June 2019

Purpose of the Position

The Executive Manager leads the delivery of home care and community services throughout Helping Hand's client base across metropolitan and regional South Australia. Services include, but are not limited to domestic support, personal care, transport, home maintenance and gardening. Allied Health also is included in this portfolio providing both home care and residential care services.

This is a new position following a recent restructure where country and metropolitan staff, sites and services have been aligned to enable single point leadership.

The role is accountable for achieving leadership, consumer, financial, business and services outcomes consistent with budgetary, organisational and legislative requirements.

The Executive Manager is responsible for the planning, development, resource management and service delivery associated with the coordination of home care and community services within Helping Hand Aged Care. This position will play an integral role in fostering and developing links between internal teams and external stakeholder networks.

The role of Executive Manager contributes to the development, monitoring and achievement of Helping Hand's broader strategic objectives. As part of the Executive team this role will monitor and develop strategies to continuously improve organisational performance and long-term financial sustainability including developing new revenue streams that are not as reliant on traditional government funding.

The position is pivotal in the continuous review, planning and integration of client service to allow clients to experience best possible quality of life whilst living in their homes and engaging with their communities. A key focus of this role is to assist the organisation to evolve through effective change management, client engagement and outstanding people leadership. Development of a growth oriented, contemporary and innovative business is a key expected outcome of the role.

The Executive Manager is expected to be fully aware of all facets of the organisation's policy and activity and to participate with other members of the Executive Group in the management of the organisation.

Your Team

The Executive Manager Home Care Services is one of several positions reporting to the Chief Executive Officer and will be a key member of the executive team.

The other Executive positions are:

- Chief Financial Officer (CFO)
- Executive Manager Care Governance
- Executive Manager Research & Development
- Executive Manager People & Culture
- Executive Manager Marketing & Customer Experience
- Executive Manager Residential Services

Several senior managers report to this role with responsibilities for allied health, call centre operations, business management, quality control and programme management, located in both regional and metropolitan SA. The overall size of the home and community service team is approximately 200.

Other Key Relationship

The Executive Manager works closely with all members of the Executive Team and fostering team cohesion will be a key element of the individual's success. The incumbent will be expected to establish effective networks and professional relationships within the sector which include, regulatory bodies, suppliers, contracting parties, advocacy groups and other key stakeholders.

Key Outcomes & Responsibilities

- To establish/embed a sustainable and enterprising business model that facilitates substantial strategic growth in the home care services market; enabling Helping Hand to compete and grow in a dynamic and disruptive market environment.

- To develop a strong, cohesive home care services team by providing outstanding leadership and coaching, allowing them to flourish and explore innovative and professional ways to deliver high value and high-quality services to clients

- To explore and foster new collaborative external partnerships to maximise service delivery, create new services and fill market gaps.
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- To develop strategies to leverage existing and introduce new technology to drive efficiency with high-quality service outcomes that differentiate Helping Hand from competitors, whilst ensuring accreditation and compliance with laws and regulations.

- To lead and embed the organisational values, ethos and mission and ensure consistent application with colleagues and across the organisation, fostering collaboration and driving service outcomes.

- To lead the development and management of business plans, budgets, policies and processes, people and performance development plans.

This position has been identified as an Approved Provider Status Key Personnel (APS KP) role within the organisation.

In recognition of the responsibility and authority to act on behalf of Helping Hand a police check, search of bankruptcy records and completion of the "Approved Provider Status" form is required.

If at any time the position incumbent is convicted of an Indictable Offence, the incumbent will be a 'Disqualified Individual' within the definitions contained within the Aged Care At (1997) and will be unable to maintain their tenure of position.

Selection Criteria

Essential

1. Appropriate tertiary management qualifications.
2. Demonstrated experience in leading and growing a complex $10-20m revenue business with multiple service lines and a diverse staffing contingent.
3. Strong financial and commercial acumen with advanced analytical and problem-solving skills.
4. Experience in managing teams and clientele where there is a high degree of regulation and quality standards.
5. Demonstrated experience of change management and process improvements in complex high demand service centre environments to manage key business aspects including resourcing and rostering models, people logistics and cost structures.
6. Experience in business growth through strategic business development activities, product development, service bundling, contract procurement, tender applications, community engagement.
7. Outstanding interpersonal and leadership skills including demonstrated experience in communicating with a broad range of staff and community stakeholders. Skills include communication regarding sensitive and confidential issues, presentation and negotiation.
8. High emotional intelligence with critical and reflective thinking skills in decision making and principle-based decision making.
9. Demonstrated commitment to continual professional and personal development.
10. Experience in the Microsoft suite of products including Word, Excel, Power Point, and Outlook.
11. Driver's License and ability/willingness to travel throughout regional South Australia.

Desirable

1. Working knowledge of community service, aged care and/or NDIS sectors with understanding of regulatory requirements, clinical quality frameworks
2. Qualifications in health care, aged care or community services
3. Experience in retirement living and retirement villages.
4. Background in marketing, product/service development
5. Private sector experience.

Customer Service …the Helping Hand Way

We deliver our service guided by our **5 Golden Standards**

1. We always offer choice.
2. We engage.
3. We speak clearly, politely and respectfully.
4. We deliver on our promises.
5. We make their day!

Helping Hand's Code of Conduct

Our Code of Conduct reflects **The Helping Hand Way** and expects you to act with:

Compassion

- Demonstrate your concern for others and do everything you can to help.
- Recognise and consider people's feelings and circumstances.
- Treat others with respect, courtesy, care and compassion.
- Support and value the contribution of other team members.

Respect

- Recognise and consider people's feelings, choices and rights.
- Maintain the privacy and confidentiality of others at all times.
- Conduct yourself with honesty, fairness and integrity.

Excellence

- Undertake your work with professionalism, to a high standard and with the appropriate skill and care.
- Take responsibility for your actions and behaviours.
- Strive to improve the quality of services to our clients and to each other.
- Go the extra mile in order to deliver the best outcomes.
- Strive to create new and better ways of doing things.

Community

- Foster connection with our clients, our teams, each other and our community.
- Value and support difference in our community and value the contribution that difference provides to us.

Work, Health & Safety

Exercise Due Diligence and Lead the Organisation to Arrive Safe, Work Safe and Go Home Safe

- Lead and Support a Positive Workplace Culture - embed the Zero Harm, Zero Injury philosophy.

As an Officer of Helping Hand, you must take all reasonable steps to:

- acquire and update your knowledge of work health and safety matters;
- understand the operations being carried out, and the hazards and risks associated with those operations;
- ensure that Helping Hand has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work that is being carried out;
- ensure that Helping Hand has, and uses, appropriate resources and processes in place to receive and respond promptly to information regarding incidents, hazards and risks;
- ensure that Helping Hand has, and uses, appropriate resources and processes in place to retain injured workers at work or return them as soon as practicable after an injury;
- ensure that Helping Hand has, and uses, processes for complying with duties or obligations under the Work Health and Safety Act and the Return to Work Act (refer CEO001F Due Diligence Statement).