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South Australia

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Candidate Briefing

**Director Residential Services
November 2021**





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Our Story

About us

Ridleyton Greek Home for the Aged is a culturally-specific, yet accepting nursing home facility in the Central Western Suburbs of Adelaide.

Located on Hawker Street at Ridleyton, it is in-between two of Adelaide's major traffic arterials and is a 5 minute drive to the Adelaide City Centre. The location is ideal for both its quiet (albeit busy) neighbourhood, and ease of access for both staff and visitors alike.

RGHA has a strong and passionate love for preserving its culture as well as a heartfelt respect for the opportunities that the Australian society and lifestyle has afforded the community. We hope you will find us warm, friendly and full of life, and able to provide a family atmosphere and experience unlike anywhere else. Our staff are a great mix of strong, critical experience and youthful enthusiasm - this is our greatest asset.

It is also a facility that is establishing itself as a forward-thinking and progressive Home, with high quality practice and continuous improvement driving everything from our big-picture overview right through to the fine details.

Our History

Ridleyton Greek Home for the Aged has grown since its inception, from a Hostel caring for 30 residents and 18 independent Living Units in 1987, with the building of the Nursing Home caring for an additional 40 residents in 1990.

In the 1990's we recognized the great need for Aged Care services for our community, prompting several applications to (what was) the Department of Health and Ageing for Residential Aged Care Places, Greek Community Care Packages and Greek Dementia Day respite services. The Dementia Day program (*Λιμάνι*) is hosted on the RGHA premises to this day. (Please if you are interested in the Day program, come on in and see the Home as well, as it may eventually be an option also).

Our growth accelerated with the success of our applications for Residential Aged Care Places.

April 2003 marked the completion of our extensions. Residents and their families, the Board of Management, staff and volunteers all felt a sense of pride in being part of an organization committed to providing innovative high-quality care to our residents. A select few photos of this time can be seen in the adjacent slideshow.

The development includes additional lounge rooms, dining rooms, storage rooms, a treatment room, and a hairdressing salon. In the end, Ridleyton Greek Home for the Aged became a Home for 120 residents of a variety of care levels.

Today, RGHA continues to provide culturally appropriate holistic care to all residents. There are four clinical areas including a secure dementia unit, with dedicated full-time staff with a wealth of experience.

Looking into the future, we are in the preliminary phases of planning for significant refurbishment of the oldest areas and our kitchen, and development of new ground and 1st floor residential areas.



Our Mission & Philosophy

To pursue and achieve the highest quality care through education and continuous improvement - in a culturally sensitive and safe environment – that benefits our clients, their families and staff.

- To enrich the life of the Elderly by maintaining close ties to the country of birth.
- To provide an environment where rituals, food, commemoration, melody, dance and religious beliefs are promoted: with the resident able to maintain the sense of ethno cultural continuity.
- To consider the cultural needs and identity of all groups, Ethno specific and persons from an Anglo-Saxon background integrated in a harmonious manner.
- Our respect for the elderly and their right to age with dignity and be given a genuine opportunity to make the latter stages of their life both meaningful & secure in a homely environment.
- To provide the highest attainable quality care, by taking into account the individuality of the person, their physical, spiritual, emotional and social needs and their right to reach the end of their life with dignity and in peace.

For more information visit www.rgha.com.au



The Advertised Role

DIRECTOR RESIDENTIAL SERVICES

- ▶ Adelaide, Australia's most liveable city
- ▶ Key Leadership role

Ridleyton Greek Home for the Aged is a 120 bed facility, designed and staffed for a variety of care levels with a mission to pursue and achieve the highest quality care through education and continuous improvement, in a culturally sensitive and safe environment, that benefits clients, families and staff.

Reporting to the General Manager and Board of GOCSA, this key leadership role is accountable for all aspects of the daily operation of the facility, ensuring compliance with organisational objectives and all legal and accreditation requirements. You will also be accountable for leading the delivery of quality clinical care and practice standards and ensuring effectiveness of systems to support, evaluate and consistently improve service delivery in a cost effective manner.

Key result areas include but are not limited to:

- ▶ Providing effective leadership and mentoring to all staff and ensuring the implementation of best practice clinical care
- ▶ Maintaining compliance with Aged Care Accreditation standards
- ▶ Ensuring sustainable quality management systems
- ▶ Ensuring an effective staffing process is in place that provides quality care and service delivery
- ▶ Maximising financial performance and improving cost containment

The successful candidate will demonstrate a successful and proven track record of leadership in a medium to large aged care provider as well as a thorough understanding of residential aged care including standards and accreditation, relevant acts, codes and legal requirements. You will have a supportive, inspirational and results-driven leadership style that reinforces the core values of the organisation and creates a healthy work environment.

You will be commercially astute, in particular around key functions including financial management, budgeting, KPI identification and management and industrial relations negotiations to name just a few.

Current registration and Practising Certificate with the AHPRA as a Registered General Nurse is essential and formal tertiary qualifications in a management or business discipline plus highly desirable Post Graduate qualification in relevant areas including business, health, aged care etc.

For details of the Position Description visit www.vuca.com.au/rdrs. For further enquiries, contact VUCA Senior Associate, Paul Bell on 0412 552 302 for a confidential discussion during business hours. Please forward your letter of application and CV in MS Word format to rdrs@vuca.com.au by COB Friday 26th November 2021.



Position Description

Role title:	Director Residential Services
Division:	Clinical and Care Recipient Services
Location/Site:	Ridleyton Greek Home for the Aged (RGHA) [“the facility”]
Award/EA:	As per letter of Appointment
Date Effective:	As per commencement date

Accountability & Reporting Relationships

Responsible to:	The RGHA Board
Reports to:	General Manager & Board
Reporting to you:	Whether directly or indirectly, all care and support staff at the facility delivering care services to care recipients
Other Key Working Relationships:	Accountant, Clinical Nurse Managers and the Management Team

Purpose of the Position

To provide effective leadership and be accountable for all aspects of the daily operation of the facility. Ensure compliance with organisational objectives and all legal and accreditation requirements.

This level of responsibility will accord to the DCS a level of independence of decision and judgment on the full range of service and resource issues subject only to the intervention of the Board of Directors.

Key Result Areas

- ▶ Maintain compliance with the Aged Care Accreditation Standards.
- ▶ Ensure sustainable quality management systems, by maintaining a reporting system that contains in built prompts that direct data analysis and trending of Care Recipient Incidents, Infection Control, Staff Incidents, Hazards Comments and Complaints.
- ▶ Ensure that an effective staff management process is in place that ensures quality care and service delivery that is measurable minimises Agency usage that will be evident by the ability to recruit and maintain a stable workforce with high retention rate of staff.
- ▶ Maximise financial performance by monitoring and projecting potential to increase ACFI claims by reviewing current care recipient population completing a projection and systematically reappraise all care recipients with the potential to increase by greater than \$15.00 per day. Ensure process for admission of care recipients is stream lined, develop net works with local hospitals and ACAT. Monitor both Material and Human resources by implementing greater cost control awareness of all staff.
- ▶ Improved cost containment though efficient resource utilization and purchasing processes.



Leadership Duties & Responsibilities

- ▶ Provide Leadership and mentoring to all staff.

Clinical Duties & Responsibilities

- ▶ Ensure the implementation of best practice clinical care is delivered.

Work Health Safety & Injury Management

As both an employee and Supervisor/Manager of RGHA, you also have a duty of care under the WHS Act.

You must:

- ▶ Ensure a safe working environment and safe systems of work, i.e. safe ways to perform specific tasks.
- ▶ Ensure safe plant, such as machinery and electrical equipment.
- ▶ Ensure substances in a safe condition, for example, chemical stored safely.
- ▶ Provide information, training, instruction and supervision, e.g. about hazards, procedures, policies.
- ▶ Monitor the health and environment of employees.
- ▶ Actively involve yourself and employees in WHS activities and the consultation process.
- ▶ Comply with all policies, procedures and safe operating procedures of he GOCSA that apply in your role.
- ▶ Ensure all actions are carried out in a safe manner so as not to endanger (by act or omission) yourself or anyone else at work.
- ▶ Ensure the timely reporting, investigation and appropriate risk assessment and resolution of all injuries, incidents, near-misses and hazards within the work area.
- ▶ Facilitate effective injury management, accident investigation and rehabilitation for employees who sustain work related injury and illness.
- ▶ Encourage employees' attendance at WHS training.
- ▶ Positively promote safety at work so that GOCSA fosters a 'Safety First' culture.

Essential Selection Criteria

- ▶ Satisfactory National Police Clearance.
- ▶ Formal tertiary qualifications in a management or business discipline plus highly desirable Post Graduate qualification in relevant areas including business, health, aged care etc.
- ▶ Current registration with the AHPRA as a Registered General Nurse and holds a current Practising Certificate
- ▶ Appointment is subject to meeting Department of Health and Ageing security requirements.
- ▶ Valid SA Drivers license, for travel between sites.



Desirable Selection Criteria

- ▶ Experienced and proven performance in senior management at a medium to large aged care multi-site operation – strong emphasis on high and low care.
- ▶ Knowledgeable and experienced in aged care performance measurement including standards and accreditation, Aged Care
- ▶ Funding Instrument, Aged Care Act and other relevant Acts, Codes and legal requirements.
- ▶ Skilled and proven in business management functions including financial management, budgeting, key performance area identification and management, problem solving, decision making, industrial relations negotiations etc.
- ▶ Leadership style that is inclusive, coaching, responsible, delegatory and achievement driven. Leadership that demonstrates the organisation's core values of professionalism, empathy, compassion and integrity.
- ▶ Character and personal style that fits well into the RGHA culture.

Acknowledgement & Acceptance

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

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Living & Working in Adelaide, South Australia

Adelaide is one of the most liveable cities on the planet. It is well known for its arts festivals, fine foods and wine, retail and dining experience and spirit of entrepreneurship and innovation. It has an advanced economy, world class universities and a flourishing multicultural heritage. Adelaide is the traditional home of the Kaurna people and has a strong indigenous culture today.

LIFESTYLE

Adelaide is known for its **Mediterranean style climate**, where the weather is pleasant and moderate most of the year. Year-round big blue skies mean average winter temperatures of 16 degrees Celsius (°C) and 28°C in summer. Hot days can be real sizzlers and easily reach 40°C though!

Adelaide is a city that offers the physical and emotional space to breathe. There is a sense of freedom here – of expression, of movement, of thought. With a **diverse and eclectic array of accessible experiences**, it's a city that allows time for immersion, paired with a sense of space and freedom that actively encourages true indulgence.

The Adelaide Hills which are home to many villages, towns, wildlife parks and natural resources to explore, are less than half an hour drive from the City Centre. You'll never be far away from some of the most **pristine beaches** and water sanctuaries in the world, with almost 30km of beaches bordering Adelaide. Our beaches are famous for the beautiful waters and wide sandy foreshores. Beachside areas like Glenelg, Brighton and Henley Beach are only 15 minute drives from the City and offer **cosmopolitan hearts with retail and dining opportunities**. Within short drives from the city centre are Port Willunga where you can scuba dive in natural and man-made reefs, Port Adelaide where you can frolic with dolphins and St Kilda where you can wander the mangroves and natural reserves, also home to Dolphins and other Australian fauna.

A number of international measures rate metropolitan Adelaide highly for liveability, quality of life and cost of living. The Economic Intelligence Unit undertakes an annual Liveability Ranking and Overview of 140 cities around the world and Adelaide has in recent years consistently ranked 5th in the world. The Property Council of Australia undertakes its own annual survey

on liveability of Australia's top 10 biggest cities. In this survey Adelaide is ranked second only to Canberra, our nation's capital, and above all other capital cities. The Mercer Quality of Living Survey compares global cities and is primarily used to inform multi-national companies regarding optimal office locations and employee conditions. Adelaide was most recently listed as 29th in the World and has consistently ranked highly in this survey. Mercer's Cost of Living Report measures the comparative cost of over 100 items and Adelaide continues to outperform other Australian Capital Cities in this report

REGIONAL EXPERIENCE:

The regions surrounding Adelaide offer a unique experience with gourmet food offerings, internationally renowned wine, villages to explore and wildlife and natural attractions.

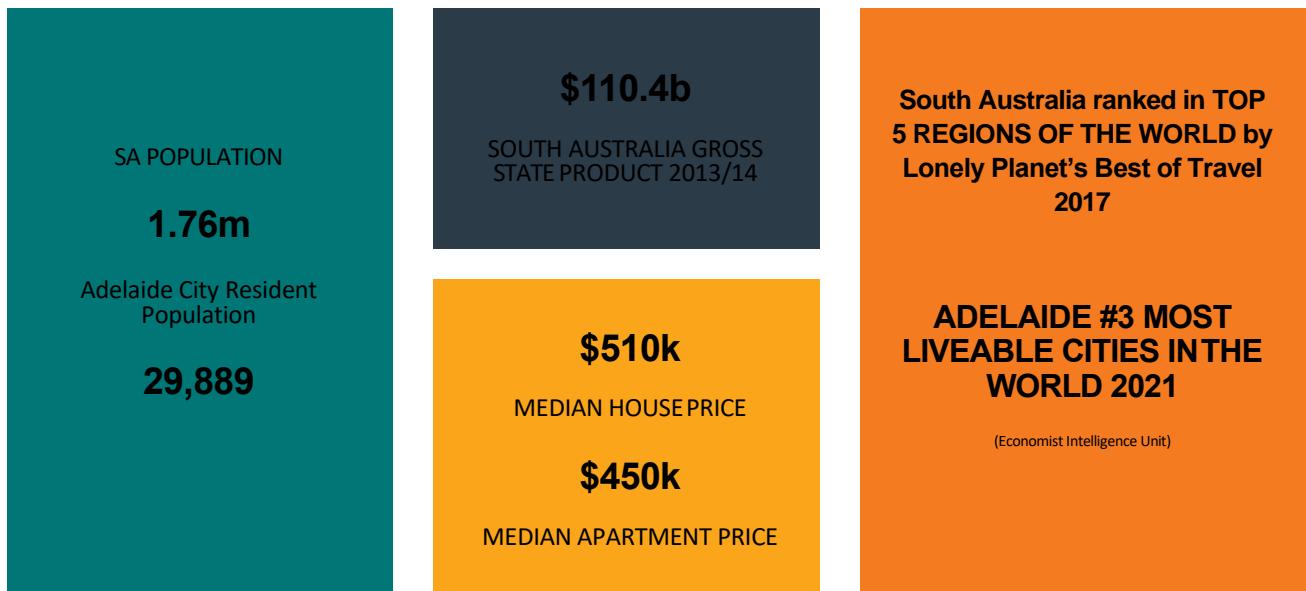
Adelaide is a city that lives well beyond its conveniently designed square mile epicentre, flowing seamlessly into world-famous wine and food regions such as Barossa, just an hour's drive north, or coastal escapes in the Fleurieu or Yorke Peninsula. You'll be spoilt for choice.

Travel another hour north and you'll reach the Clare Valley, which is famous for its Rieslings. The Adelaide Hills has some stunning whites and there's McLaren Vale and Langhorne Creek on the Fleurieu Peninsula – about an hour's drive south of the city. Drive yourself or join a guided tour of Adelaide and its surrounds - the choice is yours. Take a road trip and discover the reds from the Coonawarra on the Limestone Coast.

Kangaroo Island is an iconic destination, just two hours' drive and a short ferry ride south of Adelaide. It has pristine beaches, unique wildlife, awesome sunsets and fantastic food and wine.



South Australia & Adelaide, Fast Facts



One of the world's most liveable cities

Adelaide offers a relaxed, easy-going lifestyle, and is rated as the world's 3rd most liveable city in the world (Economist Intelligence Unit). It is located in a beautiful region of South Australia, which is also ranked in the top 5 of the world's regions.

Australia's most affordable mainland capital

Your money will go much further in Adelaide. Studies show it costs 21% more to live in Melbourne and 23% more to live in Sydney than Adelaide. Adelaide is around 4% cheaper than Brisbane and Perth (2016 Economist Intelligence Unit), meaning you will have more money to discover Australia during your weekends and holidays.





Contact Information

For a confidential discussion during business hours please contact VUCA Senior Associate, Paul Bell on 0412 552 302.

Applications, including your current and CV and a letter of introduction are to be forwarded in MS Word format to rdrs@vuca.com.au.

Applications close COB Friday 26th November 2021.

Important Information

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