

ROYAL SOCIETY FOR THE BLIND

**POSITION DESCRIPTION**

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**TITLE: AGED CARE and Partnerships Manager**

**DIVISION:**  **CoRPORATE SERVICES**

**APPROVED BY: EXECUTIVE Manager, STRATEGY, PARTNERSHIPS AND INNOVATION**

**DATE: August 2022**

# Main Purpose

Responsible to the Executive Manager, Strategy, Partnerships and Innovation , for the effective contribution towards advocacy, compliance, service development and partnership building of RSB to assist people who are blind or vision impaired.

**PRINCIPAL ACCOUNTABILITIES**

* Provide strategic advice, [information](http://www.bsl.org.au/) and guidance to RSB management and staff regarding Government funded aged care programs, and support navigation of the aged care system environment, and achievement of grant agreement obligations.
* Partner with a range of stakeholders and facilitate opportunities for RSB services to be offered to people who are blind or vision impaired.
* Support RSB’s stakeholder activities to promote the needs of people who are blind or vision impaired, to influence government policy and service development reform, as it relates to the aged care sector.

**Working Relationships**

* Reports to the Executive Manager, Strategy, Partnerships and Innovation.
* Collaborates with, and supports the Lead Occupational Therapist, in consultation with Management.
* Responds to queries from the Pathway Support Specialist regarding the appropriate funding source for clients with circumstances outside of standard protocols.
* Attends meetings to contribute towards organisational decisions and provide updates on aged care issues.
* Periodically attends the CS Operational and Planning Meetings to contribute to planning and divisional decisions and provide updates on aged care issues.
* Liaises with the Department of Health Commonwealth Home Support Program (CHSP) Funding Agreement Manager, in consultation with Management.

**Duties**

* Monitor aged care sector reforms relevant to RSB and provide advice, mentoring and support for implementation, including awareness raising and training within RSB.
* Contribute to organisational system development activities to improve service delivery, financial sustainability, clinical governance performance, and compliance with the aged care standards and other grant agreement obligations.
* Promote the RSB services throughout the wider community, including identifying opportunities for service expansion and collaborations with other organisations.
* Act as a contact point for aged care organisations who approach the RSB as a partners and coordinate associated service-related contract management.
* Act as a contact point for aged care organisations who approach the RSB for staff training, to support older people who are blind or vision impaired.
* Represent the RSB at a range of meetings, groups, committees and forums relating to the RSB’s role in aged care service and/or to advocate the needs of people who are blind or vision impaired.
* Lead and inform RSB’s performance against the CHSP grant agreement requirements, and recommend corrective action for issues as they arise.
* Undertake relevant specialist tenders related to Community Services activities and partnerships.

**Clinical Governance**

Operational managers have day-to-day oversight of clinical quality and safety in their areas of responsibility. This includes responsibility to:

* Provide a safe and respectful environment for clients, the workforce and volunteers that supports and encourages positive partnerships and encourages clients and the workforce to identify and raise concerns about clinical quality and safety.
* Understand the challenges and complexity of providing consistently safe, quality clinical support and support the workforce and volunteers through a culture of respect, safety, transparency, accountability, teamwork, and collaboration.
* Actively identify, monitor, and manage areas of risk for RSB and individual clients and lead appropriate escalation and response where there are concerns about the clinical outcomes or wellbeing of clients.
* Ensure clinical support is provided in accordance with evidence-based best practice, organisational policy, legislation, and standards.
* Ensure the workforce is clear about its roles and responsibilities; is supported with resources, standards, systems, and knowledge and skills development; and is held to account for the quality and safety of the clinical support it provides, supervises, or directs.
* Coordinate and report on internal audit processes, performance indicators and quality activities within their service areas.
* Encourage reporting of incidents and clinical safety issues using risk and incident management systems and respond positively to incidents to support continuous improvement.
* Provide data about clinical quality and safety performance to the workforce.

**Organisational Compliance**

* Ensure sound operational knowledge of legislative, regulatory and Code of Conduct requirements including Complaint Handling and Dispute Resolution.
* Ensure that you are aware of, understand and operate in accordance with RSB’s Human Resource (HR) policies and procedures, including (but not limited to), RSB Code of Conduct and Resolution of Grievances.
* Ensure a sound knowledge of RSB quality assurance policies, procedures, products, services, and systems to comply within the authorities and restrictions in relation to the duties of this role.
* At all times, ensure consumer rights are adhered to in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.
* Ensure adherence to privacy and confidentiality of information that conform to the requirements of the RSB and the Privacy Act when accessing client details.
* Undertake other duties as required by your Executive Manager.

**Work Health and Safety**

* Ensure you are aware of and comply with all work, health, and safety policies of the organisation relevant to your role.
* Report hazards in the workplace to your manager / coordinator and to make recommendations to management on how to reduce the level of risk.
* Avoiding adversely affecting your own health, safety and welfare or the health, safety, and welfare of any other person through any act or omission at work, or by the consumption of alcohol or drugs.
* Making proper use of available safety procedures, safety devices and personal protective equipment.
* Obey any reasonable instruction from your manager / coordinator aimed at protecting your health and safety whilst at work and conduct your roles and responsibilities as detailed in the relevant health and safety policies and procedures.
* Report all incidents and near misses to your manager / coordinator as soon as possible after the event, either in person or by telephone before submitting an incident report.

**PERSON SPECIFICATION**

**Essential Criteria**

* Minimum three years’ recent experience in a community aged care senior role, including responsibility for meeting Government community aged care funding requirements.
* Working knowledge of Aged Care legislation including the Aged Care Standards and Quality Review process, electronic client management systems, WHS legislation, and contemporary models of best practice community aged care.
* Excellent verbal and written communication skills.
* Personal values are aligned to RSB organisational values.
* Demonstrated experience in organisational system development, including policy and procedure development.
* Demonstrated ability to accurately interpret information from external sources, such as government documents or decisions, and report the organisational impact and required action.
* Proven ability to foster positive collaborative working relationships, both within an organisation and with external stakeholders.

**Desirable Criteria**

* An understanding of eye conditions and how they impact on an individual.
* Previous experience in developing and submitting government reports, submissions and tenders.
* Strong working knowledge of continuous improvement frameworks.
* Understanding of project management methodology.

**KEY PERFORMANCE INDICATORS**

* Working relationships within RSB and externally are positive and collaborative.
* Effective management of the CHPS grant agreement within the parameters of the role.
* Effectively monitors the aged care reforms and reports relevant impacts to RSB.

**As the incumbent of this position, I confirm I have read this Position Description and understand its content and agree to work in accordance with the requirements of the position.**

**Employee Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Manager's Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**