

GOLDEN HEALTHCARE GROUP

JOB DESCRIPTION

Position: Facility Manager

Location:

Reports to: General Manager

Objective:

Lead, co-ordinate and manage all functions of the service, complex to ensure the provision of efficient and effective care and rehabilitation for a specific client group. Maintaining and increasing occupancy in the home, public relations with residents, family, and other associated health organisations and agencies. The carrying out of quality improvement programmes and delivery of quality care in the facility with oversight of Registered Nurse and Carer staff.

Work Relationships: General Manager, Clinical Manager, Quality Assurance Manager, Maintenance Team Leader
Registered Nurses, Diversional Therapist/Activities Officer, Needs Assessors/Service Co-ordinators
General Practitioners, Family Whanau and Iwi

Responsibilities

- Communicate and liaise with all relevant people and community agencies to promote the facility, and ensure staff, and resident representatives receive clear communication around their responsibilities and GHG expectations.
- Provide day to day oversight and employment of staff to ensure rosters and staffing is adequate to ensure the highest of care to ensure the delivery of excellent therapeutic residential service for people living with physical and age related disabilities.
- Ensure compliance with all Policies and Procedures, Health and safety requirements, Food and Hygiene Regulations.
- Monitor and conduct the internal audit process in conjunction with the Clinical Manager and Quality Assurance Manager.
- Operating Expenditure up to nominated levels on budgeted items, Residents funds Management and Petty Cash.
- Report maintenance issues for buildings/vehicles and equipment to Maintenance Team Leader via Maintenance Book.
- Hold a current First Aid Certificate.

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KEY RESULT AREAS	PERFORMANCE STANDARD	REPORTS REQUIRED
Financial Management Planning Budgeting Reporting	<ul style="list-style-type: none"> • Manage financial performance and control of the service within the budget • Ensure that staff follow approved paper trails and approval around expenditure. • Manage Residents Funds Management and Petty Cash Policy. • Ensures Admission Pricing and Extra Charges where required. • Maintains Occupancy Levels. 	<ul style="list-style-type: none"> • Reviews with General Manager
Communication – internal and external Excellent communication skills both written and inter-personal within the company and outside the company	<ul style="list-style-type: none"> • Communicate and liaise with all relevant people and community agencies to promote the facility • Staff and residents receive clear communication around their responsibilities and Managers expectations. 	<ul style="list-style-type: none"> • Reporting as required to the Quality and Risk Senior Team and facility meetings
Programme Content - Resident Client focus Design, deliver and ensure highly individualised services and support. Ensures Carers, DT/Activities Officers, other contractors comply to provide best practice service to residents.	<ul style="list-style-type: none"> • Works with Clinical Manager and RN to provide an excellent residential service for residents. • Approval of monthly DT Activity Plan 	<ul style="list-style-type: none"> • Reporting as required to the Quality and Risk Senior Team and facility meetings
Programme - Quality Ensure that the service offers the highest of care according to the Health and Disability	<ul style="list-style-type: none"> • Ensures compliance with all quality and audit guidelines • Monitor and conduct internal audits monthly and identifies CARs where 	<ul style="list-style-type: none"> • Reporting as required to the Quality and Risk Senior Team and facility

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<p>Standards and the Specifications set in the CDHB Service Contract.</p> <p>Provide an excellent therapeutic residential service for people living with physical and age related disabilities.</p>	<p>necessary.</p> <ul style="list-style-type: none"> Ensures staff implement operational guidelines, policies and procedures. Completes reporting requirements e.g. Monthly Summary, Surveys, complaints and quality issues. 	<p>meetings</p> <ul style="list-style-type: none"> Incident reports, consumer satisfaction surveys, resident client's complaints and compliments, Quality and Risk issues
<p>Human Resource Management</p> <p>To provide day-to-day oversight of the RN, Carers, DT/Activity Officer, Housekeepers, and Cooks work practice.</p> <p>Staffing Training and Development Employee Relations Reward recognition and payroll authorisation Safety, health and welfare Human resource Recording</p> <p>Management of staff relationships</p> <p>Time Target</p>	<ul style="list-style-type: none"> Sources staff and ensures Roster policy adhered to, Personal Requisitions, Approval of wage rates. Approval of Leave to ensure roster coverage. Diary and review staff files, record training. Refers and co-operation with HR and Compliance Manager on HR process required. Acknowledges and rewards outstanding staff performances. Ensures preparation of rosters three weeks in advance or more for rotating rosters. Completes Time Target authorisations by Monday 10.00 am. (or for holidays – as instructed). 	<ul style="list-style-type: none"> Reporting and liaison with GM , and Management meetings.
<p>Risk Management, Health and Safety</p> <p>To adhere to all Policies and Procedures relating to Risk, Hazards, Health and Safety</p> <p>Participate in the development of guidelines to meet best practice in the work setting complying with all relevant acts.</p>	<ul style="list-style-type: none"> Actively participate in creating a safe environment by reporting, eliminating or minimising risk according to the adjacent standards Ensure requirements of Health and Safety. Food Act 2014 Health and Safety at Work Act 2015 Health and Disability Commissioner Act 1994 	<ul style="list-style-type: none"> Reporting to General Manager Manager and Quality Manager.

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	<ul style="list-style-type: none"> • Hold a current first aid certificate 	
Resource Management House and buildings Appliances and vehicles Chattels and furnishing	<ul style="list-style-type: none"> • Ensures Maintenance Books completed and work undertaken. • Ensure contractors comply with reporting requirements • Ensure electrical appliances tagged as required, and chattels and furnishings in good order. 	<ul style="list-style-type: none"> • Reporting General Manager and Maintenance Team Leader
Future Planning and Special Projects	<ul style="list-style-type: none"> • Participate in future service planning and any restructuring of the Group of services managed by the Executive Team. • Assist with special projects for the Executive Team. 	

I have read and understood this job description and received a copy.

Employee signed: _____ Dated: _____

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TASK LIST GUIDELINES - FACILITY MANAGER

DAILY – Resident Care Requirements are PRIORITY

- Communicate and respond to enquiries phone and in person
- Review all incident / accident reports daily, fax critical immediately to GHG office.
- Record Respite and Carer Support for two weekly resident reconciliation
- Complete Resident Admission Agreement and discuss contract and pricing with family
- Ensure Admission Process completed (in conjunction with Registered Nurse)
- Fees payments to Administration
- Respond to queries from Management
- Time Target rosters and authorisation of timesheets
- Facility Surveillance

DAILY – as Needed

- Communication with resident referring agents
- Collate Enquiry packs and Entry packs
- Confirm funding obtain copy of SNL for review prior to admission along with RN input
- Complete incident/accident investigation process for all staff and non clinical events
- Manage poor performance staff process, and disciplinary staff processes (notify HR Manager for guidance)
- Petty Cash control and Residents funds control
- Communication with Maintenance Team Leader for urgent repairs and maintenance (not through staff)

WEEKLY – must be completed

- Authorise Time Target and advise completed to Payroll every Monday by 10.00 am
- Complete Weekly Operations Report and send to General Manager
- Deal with staff wage queries, and liaise with Administration.
- Complete Personnel Requisition form and gets approval for staff vacancies with detail for advertising to the Operations & HR Manager.
- Notifying Operations & HR Manager when positions filled
- Completion of new staff paperwork and orientation prior to any orientation or employment undertaken
- Update resident register or database, and staff database.

WEEKLY – as needed

- Resident Multi D Reviews in conjunction with Registered Nurse
- Review staff training progress – inservice and self learning tools, education (training) progress in conjunction with trainer and RN

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- Staff training – individual and group (in conjunction with the Registered Nurse)
- New staff orientation (in conjunction with Registered Nurse)
- Notification to Operations & HR Manager and Clinical Manager of RN Leave for approval and replacement.
- Notify Manual Training Co-ordinator of commencing new staff for orientation and ongoing training needs
- Complete Maintenance Book and copy non completed items to Operations & HR Manager

TWO WEEKLY – must be completed

- Complete Residents Reconciliation and send to Administration every second Monday

MONTHLY – must be completed

- Quality Management Monthly Summary Report (details to Admin) by the 5th of each month
- Quality & Risk Senior Team Meeting & Managers Meeting bi-monthly reporting
- Complete non clinical internal audits (in conjunction with the Registered Nurse where necessary)
- Complete Corrective Action Forms (CAR)
- Staff meeting – (inservice in conjunction with Registered Nurse)
- Check, query, collate monthly accounts and send to Admin prior to 10th month, and invoice and send out Sundry accounts within guidelines.
- Approval of monthly DT Activity Plan

MONTHLY – as needed

- Staff performance appraisal in conjunction with Registered Nurse
- Policies and Procedures – Update Manuals as required.

SIX MONTHLY

- Conduct Fire Evacuation Trials – with Maintenance

ANNUAL

- Ensure Building Warrant of Fitness current - liaise with Maintenance/Administration

CERTIFICATION - As required

- Oversee all requirements of certification
- Liaison with Operations & HR Manager, Clinical Manager and Quality Assurance Manager