



HERITAGE LIFECARE

Position Description

Administration Manager

Company Overview

Heritage Lifecare Limited is a provider of Residential Aged Care Facilities throughout New Zealand. We take pride in the value we add to the lives of all those who reside in our facilities. Our employees are united in our common purpose, mission and values and strive to ensure the delivery of respectful and caring services, in an environment that is safe for clients. Heritage aims to enable the continued pursuit of excellence in care through monitoring, auditing, actioning and evaluation of service whilst respecting and valuing our residents, families and staff.

As an organisation we are committed to providing 'A Better Everyday' for our residents, their whānau and friends, and our employees by aligning our actions to our company values:

- **People First - Kia tika te rere o te waka**
Enhance the health, safety, and wellbeing of our people
- **Nurturing Success - Poipoia te angitu**
Seize opportunities and experiences every day in every moment
- **Better Together - He toa takitini**
Work together in respect and harmony to empower everyone

At Heritage Lifecare Limited we are committed to embracing diversity by ensuring we apply the principles of merit, equality, fairness, and transparency to our working practices which enable decisions and actions to be free from discrimination, conflict of interest and favouritism. We do this with a commitment to the Principles of Te Tiriti o Waitangi – partnership, participation, and protection.

Heritage Lifecare is committed to Ngā Paerewa Health and Disability Services Standards, supporting a person and whānau-centred health and disability service, where people are empowered to make decisions about their own care and support in order to achieve their goals.

Position Overview:

A critical member of the leadership team on site which provides a high level of leadership and support in the facility. As a senior member of the team this role will ensure all the team respect our residents' rights at all times by:

- Knocking on residents' door before entering
- Respects residents' privacy
- Treating residents with respect
- Showing respect for residents' belongings
- Respecting confidentiality of residents
- Respecting individual cultural and spiritual needs and values
- Having an understanding of the HDC Code of Rights
- Incorporates the Nga Paerewa standards in all dealings with whanau and residents
- Reporting any residents concerns to site management immediately

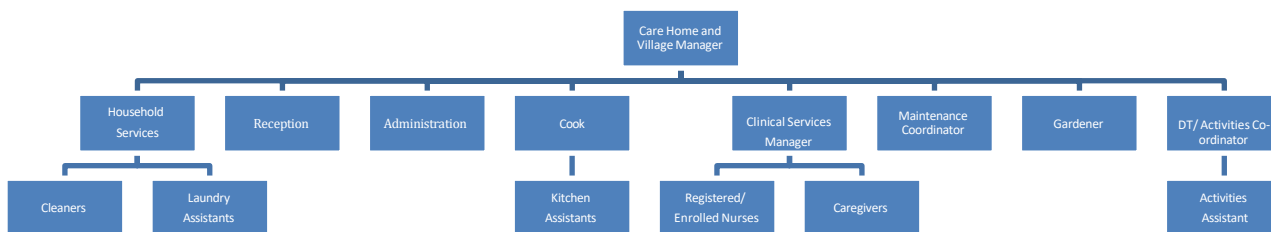
This role is a champion for providing a safe caring environment for the residents and their families/whānau ensuring the team takes all precautions to ensure the safety of the residents, are courteous and speaks in a caring manner to residents/relatives/ whānau and visitors and contributes to a homelike environment.

Reports to: Care Home and Village Manager

Functional Relationships:

Clinical Services Manager;
All staff within the Care Home;
Visitors;
Volunteers;
Contractors;
All visiting Allied Health Professionals & Practitioners;
Regional Manager;
Quality Team;
Support Office Staff.

Generic Team Structure:



Key Accountabilities:

Office Administration

1. To provide leadership to reception, and/or administrative staff according to standard policies and procedures for the facility
2. Maintains an efficient and timely administration service for the Care Home by:
 - a. Maintaining correspondence and reporting as required
 - b. Organising mail, invoices as required
 - c. Assisting with weekly reports including payroll and other documentation required by support office, support links, DHB and MoH
 - d. Ensuring effective management of administration support
 - e. Maintaining the document systems and files of the care home
 - f. Understanding the manual system and document requirements for the care home
 - g. Maintaining all systems efficiently
 - h. Maintains accurate records according to procedures and systems
 - i. To maintain office equipment and systems
 - j. Ensures office equipment is in proper working order
 - k. Liases with Support Office as required
 - l. Attends and actively participates in appropriate meetings and keeps up to date with minutes when required
3. Manages a courteous and helpful reception service to all residents' families/whānau and visitors to the facility.
4. Performs necessary duties as directed by management. Communicates with other team members effectively to ensure the service operates smoothly.
5. Manages documentation of residents being admitted, discharged and those who decease within legislative and company policy and procedural requirements.
6. Undertakes spot checks as required audits and provide findings to the Care Home Manager. When required helps correct any improvement required.
7. Manages the Petty Cash and Residents Fund systems accurately and as per company procedure.
8. Reports maintenance required on any equipment Liaises with maintenance team or suppliers/servicemen when required.
9. Manages ordering of supplies ensuring they are adequate and appropriate so that the service will not be interrupted due to lack of supplies. Contact is made with suppliers as required. When ordering supplies these are managed within

budget.

10. Is familiar with all the information, policies and procedures in the Office Work Area Manual and maintains the Office Work Area Manual as required.

Care Home Operations

1. Assists in providing leadership, supervision and direction to staff as needed with active and applied knowledge and practice.
2. Assists and supports the Care Home Manager and Clinical Services Manager in the effective management of the Care Home including liaising with the Care Home Manager regularly, communicating all relevant matters including elements around the administration service of the facility and providing reports as required. Responds to queries and assists in the response to complaints as and when required.
3. Actively participates in the Care Home Quality and Risk Management Programme seeking continuous improvement of all services.
4. Actively Participates in the Quality system of the facility. Shows a commitment to improving the quality of the service.
5. Informs the Care Home and Village Manager regarding any change in procedure required & or development of new procedure. Contributes to audit & monitoring of services.
6. Keeps up to date with current communications Takes minutes of meetings.
7. Active involvement and management in conjunction with the Care Home Manager, in all aspects of people management of the household and non-care staff.
8. Provides oversight of resident financial records and recordings to ensure they meet organisational and legislative requirements.
9. Demonstrates commitment to the provision of a safe environment for residents and staff.
10. Manages all Household and non-care staff training ensuring training programmes are in place
11. Assists the Clinical Services Manager in organising training for the site and gathering resources to enable this training. Manages accurate training records of all employees.
12. Ensures the companies policies, procedures are followed and where appropriate best practice is promoted and adopted.
13. Assists the Care Home Manager to use financial reports to help determine business improvement and assists in business decision making.
14. In the absence of the Care Home Manager, works with the Clinical Services Manager to run the Care Home, taking responsibility for the Household and non-care staff and other agreements made with the CHM prior to absence.
15. Manages the health and safety processes and requirements for the staff on site ensuring compulsory fire and emergency training sessions are held as per requirements and that fire and civil defence procedures are known.
16. Assists the Manager and CSM to manage rosters as and when required.
17. Completes all time and attendance and payroll / people data capture process for the site, working with the Care Home Manager for final sign off.
18. Other reasonable and related additional duties that may be required from time to time at the discretion of the employer.
19. To follow policies and procedures of the facility in all matters –
 - a. Is familiar with all the information and policies and procedure manuals in the policies and procedures. Uses correct procedures as outlined in the manuals and Is familiar with the Code of Conduct and the Heritage Way
 - b. Manages the roll out of new policies and procedures for the site ensuring they are available to all staff and communicated through the correct channels by the Care Home Manager and Clinical Services Manager

Personal Conduct

As per our company values, we expect that our employees perform tasks thoroughly, timely and to an appropriate standard whilst ensuring individuals are respected and confidentiality maintained.

We believe we are better together therefore require our employees to fully understand their own role & responsibilities within the team and those of other team members. To offer assistance to other team members in a helpful manner, adapt their routine if required, maintain appropriate channels of communication and have a positive attitude.

In addition, we expect our employees:

- Appearance to be professional
- Ensure that the Care Homes property is treated with care and used only for the purpose intended

- Demonstrate punctuality and reliability at all times
- Demonstrate a positive work ethic
- Demonstrate a positive attitude towards guidance and correction
- Work well without supervision
- Perform tasks thoroughly to an appropriate standard
- Respect and ensures confidentiality.
- Understand own role & responsibilities within the team and those of other team members
- Offer assistance to other team members in a helpful manner
- Adapt routines if required
- Maintain appropriate channels of communication
- Maintain a positive attitude

Personal Development and Education

It is important our employees nurture their success and seize opportunities every day, and in every moment. Therefore, Heritage Lifecare believes personal development is an important part of the work environment. It is our expectation that you will:

- Seek to update knowledge & skills by attending in-service sessions relating to job and overall Care Home
- Attend compulsory education sessions
- Sign the attendance record
- Maintain an up to date personal in-service record
- Participate in external study programmes as directed
- Seeks guidance from Care Home Manager when appropriate
- Participates in annual performance appraisal

Health and Safety

Our people come first therefore Heritage Lifecare is committed to a process of continuous improvement in order to achieve excellence in the management of health and safety at all of our workplaces. We recognise the positive impact that the values and benefits of enhanced health and safety bring to the organisation, our employees and our communities.

As a manager of people, you are required to demonstrate leadership in all health and safety matters for your area of responsibility. This means ensuring that Heritage Lifecare complies with its obligations under the Health and Safety at Work Act 2015 (Act) and that workers are operating in an environment where health and safety hazards and risks are appropriately identified, eliminated and minimise, so far as is reasonably practicable.

There are two key points to health and safety:

- The safety of our people and the communities in which we operate always comes first
- We are all empowered and expected to challenge any unsafe situation at work

We will achieve these by:

- Building a positive health and safety culture
- Aiming for zero harm
- Taking reasonably practicable steps to identify, eliminate or minimise risk
- Reporting hazards and incidents
- Managing contractors
- Communicating and consulting regularly about health and safety issues
- Developing our knowledge about our roles in managing health and safety
- Investigating and learning from incidents
- Ensuring competence to do the job

Financial Authority:

In accordance with the Delegated Authority policy and delegations.

Core Competencies:

Administration Manager	Core Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
		High work standards	Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
		Sound decision making	Recognises problems and responds, systematically gathers information, sorts through complex issues, seeks input from others, addresses root cause of issues, makes timely decisions, can make difficult decisions, uses consensus when possible, and communicates decisions to others.
	Differentiating Competencies	Project management	Undertakes the discipline of initiating, planning, executing, controlling, and closing the work of a team or individually to achieve required goals, quality and success criteria within the time frame required.
		Active learning	Demonstrates eagerness to acquire necessary technical knowledge, skills, and judgement to accomplish a result or to serve a customer's needs effectively. Has desire and drive to acquire knowledge and skills necessary to perform a job more effectively. Keeps up to date on current trends. Takes responsibility for own development.
		Process improvement	Looks for incremental improvements in work processes and results, looks for ways to streamline work processes, reduce rework, and improve quality and customers offering.
	Customer Service	Core Competencies	Solution focused
Resilience			Maintains professional demeanor and deals effectively with pressured and difficult times. Maintains focus and intensity and remains optimistic and persistent, even under adversity. Recovers quickly from and responds constructively to setbacks. Accepts constructive feedback with an open and professional manor

	Builds rapport quickly	Builds a mutually trusting and understanding to ensure all parties involved have the other's best interests in mind. Identifies key stakeholders and seeks to build rapport effectively and efficiently to enable continued care and support is provided and business outcomes are met.
Differentiating Competencies	Adaptability	Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Changes behavioural style or method of approach when necessary to achieve goal; adjusts style as appropriate to the needs of the situation. Responds to change with a positive attitude and a willingness to learn new ways to accomplish work activities and objectives.
	Authentic	Undertakes work and develops relationships with a competent, credible and reliable approach. Will raise any concerns had in a professional manner and acts in alignment of promises and commitments. Undertakes courageous conversations at the appropriate time and in a professional manner to ensure authenticity is maintained.
	Holistic view	Undertakes all aspects of work by considering the components of not only the actions or process being undertaken there and then but understands and considers all areas to ensure a full view of the workplace / process / situation is considered and understood.

The intent of this position description is to provide a representative summary of the major duties and responsibilities and the competencies expected to be performed by employees in this job classification. Employees may be requested to perform job related tasks other than those specified in this Position Description.