



Building Lives. Boosting Business.

POSITION DESCRIPTION

POSITION TITLE	Accommodation Operations Manager
STREAM	Administration
CLASSIFICATION	Salaried
FUNCTIONAL AREA	Accommodation Services

1. CONTEXT

The Orana Accommodation Service operates with a person-centred approach featuring:

- Maximising the level of independence of residents
- Engaging the families and networks of residents in their care and development
- Promoting the health and wellbeing of residents in their daily living and through access to lifestyle programs

2. POSITION PURPOSE

This position is responsible to the State Manager, Accommodation Services (& Strategic Investments) for the operational outcomes of Orana's Accommodation Services with a strong focus on:

- High quality service provision for residents
- Achieving high standards with innovative practice models
- Developing & maintaining Orana accommodation properties to a high standard
- Developing & maintaining a positive and creative workplace culture in relation to staff performance & OHSW requirements

3. KEY PERFORMANCE INDICATORS

The position reports directly to the State Manager, Accommodation Services (& Strategic Investments) on the following Key Performance Indicators:

- **Service Performance** – business plans reflect a person-centred approach - monthly reports on the progress of each accommodation service
- **Residents** – clear development plans in place for each resident - Individual Program Plans (IPPs) completed in accordance with agreed reporting timeframes
- **Health & Wellbeing** – demonstrable improvement in residents' health & wellbeing – having a health & wellbeing plan in place & reported against quarterly
- **Managers/Team Leaders** – leadership capacity developed – development opportunities offered & reported against bi-annually.
- **Staff** – trained to execute roles creatively & effectively – staff training plan in place & reported against quarterly
- **Property** – annual maintenance plan in place & reported against quarterly

4. POSITION RESPONSIBILITIES

The primary operational and daily management responsibilities will ensure the success of Orana's Accommodation and Respite Services & includes:

Service Performance

- Managing Accommodation and Respite Services in accordance with its Strategic Plan, Business Plan and Budgets;
- Reviewing operational practices annually to ensure the accommodation services are undergoing continuous improvement;
- Ensuring that Orana is meeting all the requirements of the Master Agreement with Department of Communities and Communities Social Inclusion for the purpose of maintaining ongoing funding;
- Ensuring that Policies and Procedures are current for the purpose of achieving Orana's Vision and Mission statements;
- Pro-actively managing resident capacity levels ensuring no vacancies

Residents

- Developing and maintaining a residential environment based upon the assessed needs of individual residents; ensuring that all activities and aspects of the service program incorporate real life experiences and promote the person-centred development of each resident;
- Providing opportunities for residents to become as independent as possible and provide maximum opportunities for the integration of residents into mainstream community life;
- Approving Residents Trust Account Deductions prepared by Accountant;

- Liaising with families, other Orana staff, government agencies, key professionals and support groups to maximise resident outcomes;
- Calling case conferences, where necessary, to develop case plans and resolve resident problems;
- Providing opportunities and appropriate mechanisms for resident participation in the shaping of the service; ensuring residents have access to information on rights, responsibilities, confidentiality and privacy issues; ensuring that residents are aware of the appropriate avenues for expressing and resolving grievances, and that they have access these;

Health and Wellbeing

- Ensuring that residents' IPPs promote healthy lifestyles in terms of physical & psychological fitness, nutrition and recreational opportunities;
- Linking with other service providers for opportunities in health & wellbeing programs and activities;
- Developing a healthy lifestyle program for residents

Managers/Team Leaders

- Facilitating regular (at least monthly) service meetings (or conference call for regional), for the purpose of enhanced communication, developments and improvements of services within Orana;
- Developing and implementing internal training programs for Managers/Team Leaders and Accommodation Support Workers for the purpose of developing their basic skills in understanding disabilities, behaviour management, and maximising outcomes for residents.
- Ensuring that Accommodation Managers maintain pro-active positive relationships with clients, families, carers and advocates by:
 - I. Directing activities and ensuring the highest possible standards are maintained;
 - II. Ensuring reviews of clients completed each month in a timely manner by the 'Key Worker;' annual Individual Program Plans (IPP) are completed; and
 - III. Motivating and guiding the development of skills and capabilities for the purpose of providing Orana clients with high quality services.
- Ensuring Accommodation Managers prepare and present monthly reports reflecting their KPI's as per the Business Plans.
- Assisting the Accommodation Managers/Team Leaders in the preparation, implementation and monitoring of the Business Plans and Budgets

Staff

- Ensuring that high quality staff are employed and appropriately trained in understanding how to develop and encourage people with disability in a supported home environment;
- Ensuring that appropriate health and safety standards are maintained and

that buildings, grounds and all equipment are suitably maintained; ensuring staff maintain appropriate first aid qualifications;

- Ensuring the PARP is completed for each staff member at least annually & is reviewed as required

Property

- Ensuring that every Orana property is well maintained providing good levels of comfort for residents;
- Developing a maintenance plan for Orana accommodation properties

5. REQUIREMENTS OF THE JOB

5.1 Qualifications & Essential Experience

- A tertiary qualification in Disability, Occupational Health Nursing, Social/Behavioural Sciences/Health or Administration/Business Management; and
- A minimum of 5 years experience in successfully leading and managing a service team.

5.2 Personal Skills

- Appropriate attitudes and values which will indicate an awareness and understanding of the rights, independence and well being of people with intellectual disability.
- Ability to interact positively and warmly to people with intellectual disability and their families/caregivers.
- Ability to advocate and respond to the changing needs of people with intellectual disability.
- Ability to work effectively within a team environment.
- Conflict resolution and problem solving skills.
- Good interpersonal skills, demonstrating a high degree of initiative, energy and enthusiasm
- Ability to effectively plan and organise work.
- Ability to operate efficiently under pressure and deal effectively with competing demands.
- Ability to use initiative and flexibility when resolving customer issues.
- Sound interpersonal skills and ability to exercise tact when dealing with difficult people.
- Possess commitment to the principles and practice of:

- Occupational health, safety and welfare
- Equal Employment Opportunity
- Quality management and continuous improvement.

4.3 Experience

- Demonstrated experience of having managed a successful program or business.
- Experience in developing programs to a high standard which respond to clients' fundamental and developmental needs.
- Proven leadership skills in motivating and developing staff.
- Experience in property management and maintenance.
- Report writing skills

4.4 Knowledge

- A sound knowledge and commitment to quality in practice and procedure. Knowledge of the Disabilities Services Acts (State and Federal) and a commitment to their principles and objectives.
- Knowledge/understanding of community networks.

4.5 Special Conditions/Requirements

- Occasional out of hours work may be required.
- Orana Incorporated may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level.
- Driver's licence and willingness if needed to use own vehicle for Orana business.
- National Police Clearance Certificate or willingness to allow Orana permission to seek such certificate.

5. REPORTING RELATIONSHIPS

- Reports to State Manager Accommodation Services and Strategic Investments.

6. AUTHORITY AND ACCOUNTABILITY

- Authority to work within the scope of the job description within a team environment.

7. OCCUPATIONAL HEALTH, SAFETY & WELFARE

7.1 You must take reasonable care to protect your own health and safety, and the health and safety of others who may be affected by your actions or omissions at work.

In particular, you must:

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions given on health and safety.
- Ensure you are not affected by alcohol or another drug so as to endanger yourself or others.
- Report accidents injuries, property damage and health and safety incidents.
- Participate in activities associated with the management of workplace health and safety.

As a Manager or supervisor of people, you must:

- Ensure Orana Incorporated's OHS&W program for your area of responsibility is maintained, monitored for its effectiveness and regularly reviewed for its adequacy.
- Ensure Orana Incorporated's OHS&W program for your area of responsibility provides for the systematic identification of hazards and their risk assessment and control.
- Ensure proper induction and training of staff (and employees) occurs, so they may work safely.
- Ensure accidents and injuries are adequately investigated and reported.
- Consult relevant staff (and employees) when planning changes to the workplace, practices, procedures, plant, equipment and substances where these changes may affect the OHS&W of staff (and employees).
- Assist in the rehabilitation of injured staff and employees.
- Ensure OHS&W is a regular Agenda item for staff and employee meetings.

8. PERFORMANCE STANDARDS

The performance of the incumbent will be measured by:

- Achievement is in accordance with Orana Incorporated’s Strategic and Operational Service Plans, and the incumbents Performance Management Program.
 - The extent to which position responsibilities are achieved.
 - The degree of professionalism, flexibility displayed.
 - Reliability, quality, efficiency and courteousness of services delivered.
 - Effective teamwork and contribution to the achievement of team goals.
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PRESENT INCUMBENT :

DATE OF APPOINTMENT :

WRITTEN BY :

DATE ISSUED :

**EXECUTIVE MANAGER
APPROVAL** :

CEO APPROVAL :