

Position Description

Service Delivery Manager

Employment type: Permanent, full-time

Reports to: CEO

Position location: RERC Head Office (currently in Fitzroy but moving to Melbourne South East within next six months)/ Working from home with some travel required

About the organisation

The Russian Ethnic Representative Council of Victoria (RERC/ Russian Aged Care) is the leading community services and non-for-profit organisation founded in 1984. RERC provides a range of services funded by state and federal governments to support elderly people, people with disabilities and disadvantaged people with CALD background, primarily Russian and other Eastern European backgrounds. Our current programs include the Support at Home (SaH), Commonwealth Home Support Program (CHSP), Aged Care Volunteer Visitors Scheme (ACVVS), brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

Role Purpose

Service Delivery Manager provides leadership, direction and support across RERC multidisciplinary service delivery teams and is responsible for all service delivery across RERC home care programs. This senior role oversees the operations of SaH and CHSP programs ensuring services are provided reliably, efficiently, in a person-centric and safe manner, in accordance with client needs, approved budgets and organisational requirements, and are compliant with Strengthened Aged Care Quality Standards, relevant program guidelines and best practice.

The role requires deep program knowledge and strong operational leadership ability to design and maintain effective service models during a period of industry reform and increasing regulatory and operational complexity.

Key Accountabilities:

Leadership

- Lead multidisciplinary service delivery teams and practice leaders to ensure all program, quality and compliance requirements are met.
- With support from the CEO, lead the ongoing strategic review and development of home care services across SaH and CHSP, adjust the operations to stay abreast of regulatory and compliance changes, for example, for future amalgamation of Support at Home program and CHSP.
- Drive consistency in service delivery models, practice, systems and processes.
- Provide advice to the CEO and management team on industry reform and service implications.

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- Drive relevant change initiative in response to aged care reforms and support staff to understand and follow new and amended processes, practices, policies and procedures.
- As a member of RERC's management team, work closely with the CEO, Quality & Risk, HR and Finance functions and actively contribute to the advancement of the service quality and organisation's profile, achievement of organisational objectives.
- Actively participate in the organisation's risk management process. Identify, address, mitigate, control, evaluate and escalate operational and client risks, including clinical risk factors.
- Participate in quality and accreditation self-assessment activities and support implementation of agreed improvements, participate in internal quality audits, contribute to external audit readiness activities.
- Provide effective leadership and foster a culture of accountability, client focus, trust, respect, collaboration and innovation.
- Act as a positive role model, demonstrating day-to-day practice and behaviours consistent with the RERC Code of Conduct.
- Promote effective teamwork and collaboration through convening regular team meetings, sharing knowledge and keeping people informed, speaking constructively about issues that affect a client, team or service, and seeking opportunities to work together with other teams on common issues.

Operational Management

- Lead and manage the service delivery for SaH and CHSP programs, ensuring a high-performing, well organised and accountable operational environment.
- Oversee the programs to ensure the delivery of effective care management and clinical oversight, client-centred assessments and care planning, appropriate service provision, referrals, client advocacy and liaison with external bodies.
- With support from the Quality & Risk, ensure the SaH and CHSP programs operate in line with applicable standards and regulations, notably the SaH Program Manual, CHSP Program Manual, SIRS framework, Strengthened Aged Care Quality Standards, Aged Care Act and others.
- Translate sector and policy changes into clear operational guidance.
- Ensure effective functional interface is maintained between relevant program and clinical staff enabling effective and safe clinical care, provide guidance on Risk & Vulnerability assessments and service arrangements to ensure clinical risks are addressed appropriately and relevant clinical supports are arranged.
- Monitor service delivery performance and implement improvements, oversee processes and workflows to ensure efficiency, consistency and reliability.
- Ensure service delivery functions operate as a coordinated system supporting continuity of care, monitor service reliability including missed services and other data.
- With guidance and support from the Quality & Risk, observe approved providers list and compliance to provisions of third-party service agreements, address issues with external service providers as required.
- Monitor and review services delivered by associate service providers, with a focus on quality, cost efficiency and sustainability.
- Monitor service delivery capacity and ensure RERC workforce utilisation is maximised. Oversee utilisation of associate providers to ensure appropriate balance between internal workforce delivery and associate provider engagement.
- Ensure intake and service output targets are achieved by the SaH and CHSP teams.

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- Oversee operations of RERC centralised service centre, ensure that internal service targets and KPIs are met by staff.
- Oversee accurate and timely client documentation and data-entry, including progress notes and entry of financial information.
- Report incidents and complaints, undertake preliminary investigations of incidents, complaints, grievances and concerns, ensuring these are addressed in accordance with relevant policy and process, and reported/ documented/ escalated as required.
- Act as an escalation point for client issues and complaints, liaise with external stakeholders - client representatives, OPAN, Aged Care Quality & Safety Commission or others as required.
- Oversee overall client expenditure compliance to individual client budgets and appropriate data provision by operational teams for claiming purposes.
- Create/update policies, procedures and guidelines as required to ensure consistency and clarity for functions falling under the purview of this role.
- With support from IT function, drive technological and process improvements in service delivery and proactively support change initiatives.
- Support quality-control activities, e.g. service observations, client feedback collection.
- Ensure timely, relevant and accurate service data collection, prepare statistics and service reports as required.
- Keep abreast of industry standards and knowledge, maintain advanced user level knowledge for relevant business processes in RERC care management system.

Workforce Management

- With support from the HR function, oversee all areas of the employee life cycle, including recruitment, onboarding, induction, professional development, performance and development reviews, regular one-on-one supervision, performance management, succession planning and offboarding.
- Ensure clear performance expectations across service delivery teams.
- Identify training and coaching opportunities for staff, organise regular and ad-hoc training and development to ensure teams operate efficiently and effectively.
- Support workforce stability and retention through effective operational leadership.

Other Duties

- Uphold compliance with legislative and company standards by maintaining all required documents and records.
- Attend all relevant meetings at RERC and with relevant stakeholders to stay informed and contribute effectively to organisational goals.
- Perform other related duties as assigned or required by the CEO.

Key Performance Indicators

- Service quality and reliability (measured via client feedback and other channels)
- Achievement of relevant service targets (intake, service outputs and other)
- Successful workforce engagement and provision of strategic and operational clarity
- Adequate workforce capacity and capability
- Control and achievement of maximum utilisation target for associated providers.
- Service compliance to regulatory and program requirements.
- Timely and appropriate incident and risk management

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Skills, Attributes and Knowledge

Qualifications

- Tertiary qualifications in a relevant field (Health, Nursing, Allied Health, Business) are highly desirable.

Essential

- Significant leadership experience (mid- to senior level) in aged care services
- Demonstrated expertise in Support at Home and CHSP programs.
- Demonstrated successful experience leading multidisciplinary teams delivering community based services.
- Strong background in service delivery environments involving care planning, service planning and coordination, workforce management and service outcomes.
- Strong understanding of aged care reform, funding and compliance frameworks.
- Proven ability to lead service transformation and change.
- Strong financial management and commercial acumen and ability to think logically and analytically.
- Excellent stakeholder engagement and influencing skills.
- Well-developed interpersonal skills with an ability to develop and maintain positive working relationships within a team as well as broad range of stakeholders.
- High degree of initiative, ability to work autonomously and with strong solution-focus.
- Strong drive for continuous improvement and innovation.
- Technology savvy, with a strong operational knowledge of care management systems related to aged care.
- Organisation, planning and time management skills to organise team's and own work, establish priorities and meet deadlines.
- Intermediate to advanced computer skills across the range of Microsoft Office suite including Word, Excel, Outlook, and Power Point.
- Current drivers' licence and access to a registered, roadworthy vehicle.

Desirable

- Previous exposure to Lumary care management solution or Salesforce.com technology platform.
- Fluent Russian will be an advantage.
- Experience in working with CALD clients