

Senior Manager – Home Care Packages



integratedliving

We aim to be the leading provider of health services throughout rural, regional, and remote communities of Australia. Our focus is on delivering better health outcomes for many Australians, supporting them to live independent and active lives. We provide a range of health and wellbeing options, such as aged-care and disability support, for individuals and their families.

Specific Role Details

Position Title	Senior Manager – Home Care Packages				
Unit	Operations	Function	Home Care Packages	Team	Case Management
Unit Purpose	The Operations Unit deliver services that provide better health and wellbeing outcomes, in an efficient and effective manner, to create a signature client experience that is unique to integratedliving.				
Team Purpose	The Case Management Team deliver case management services funded through Home Care Packages, designed to support our clients and carers to achieve better health and wellbeing outcomes.				
Position Purpose	<p>Accountable for the engagement, development, performance, and productivity of the team and the quality of service provided by the team.</p> <p>Delivers operational or functional business outcomes through the leadership of a team and/or the provision of specialist expertise to the organisation.</p> <p>Leads the team to actively focus on the future, utilising their subject matter expertise to inform and educate the whole organisation and to inform recommendations for improvement.</p> <p>Leads process improvement to drive operational efficiency or return on investment.</p>				
Location	Home Based, Subject to Operational Requirements	Reports to (position)	Head of Home Care Packages		
integratedliving Job Family	People Leader	integratedliving Pay Range or Pay Grade	Pay Range E		

Accountabilities shared by all integratedliving People Leader positions

Support Values, Purpose & Strategy	Actively build the teams connection to integratedliving’s purpose and values by role modelling, reinforcing, and leading the embedding of integratedliving values both within the team and broader organisation.
Lead the delivery of Services and Plans	<p>Focus on planning, measurement, evaluation and delivering continuous improvement to lead the delivery of the operational, work, and strategic plans.</p> <p>Lead the development of Strategic and/or Operational plans, by drawing upon experience and expertise to inform discussion and make recommendations.</p>
Continuous Improvement	Identify opportunities, make recommendations, and implement improvements to processes, systems and work practices, and alignment to integratedliving policy and procedure.



Deliver improvement, quality, compliance & a safe workplace	<p>Drive team and individual accountability for adherence to integratedliving, policies and processes and relevant external quality, safety and governance frameworks and regulations.</p> <p>Implement processes to facilitate continuous improvement, compliance, and alignment to integratedliving policy and procedure.</p> <p>Act as a role model for safety and wellbeing across the organisation.</p> <p>Drive the provision of a safe and respectful workplace.</p>
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Accountabilities	
Set direction	<p>Provides leadership and guidance to team members through aligning work efforts to deliver the business plan and strategy.</p> <p>Contributes to the annual business planning process and utilises the expertise of the team to inform strategy.</p>
Manage recruitment & talent	<p>Manage the allocation of human resources within the team (matching skills, and experience and work priorities) to meet business plan objectives, and to grow talent and capability for the future strategic needs of the business, whilst maximising productivity.</p> <p>Determine recruitment requirements within establishment ensuring a focus on future strategic capability and experience needs to deliver strategic and operational objectives.</p> <p>Participate in the identification and selection of candidates for positions.</p>
Coach & develop	<p>Manage individual and team performance and development utilising the integratedliving performance review process and through implementing approaches for addressing performance short falls and managing improved performance.</p> <p>Utilise the Capability Framework to identify development opportunities and to build and implement development plans.</p> <p>Create opportunities to develop team and individual capability for the future, building strength in identified strategic capabilities.</p> <p>May involve utilising expertise of self or others from across the organisation to support coaching of individual development.</p>
Build organisational capability	<p>Manage service delivery with an eye to the future, enabling agile responses of the team to change and opportunity through building capability of the team and collaborating with others across the organisation.</p>
Lead achievement of plans and operational outcomes	<p>Lead, coach and organise the team to deliver services and operational outcomes ensuring high levels of efficient, effective, person-centred outcomes.</p> <p>Manage the achievement of the operational plan and support implementation of team or organisational initiatives.</p> <p>Undertake analysis to provide data driven recommendations to inform the strategic or whole of organisation initiatives or improvements.</p>
Provide advice & expertise	<p>Use specialist knowledge to provide direction, advice, problem solving, manage queries and issues through to resolution, at a specialist level, relevant to the function.</p> <p>Influence acceptance and understanding of improvement opportunities or new ideas through the effective use of expertise.</p> <p>Provide subject matter expertise to others to supports change and improvement.</p>



Business solutions & issue resolution	<p>Utilise team and individual research and analysis to identify and scope potential business initiatives and interventions to be considered in the business planning process.</p> <p>Develop and implement new work processes, to facilitate improved outcomes within function.</p> <p>Utilise issues and problem resolution as an opportunity to develop team members and to identify initiatives for process or service improvement and to influence recommendations for improvement to current policy or procedure.</p>
Lead analysis and research	<p>Utilise analysis and research to support others through issue resolution, to identify opportunities for improvement or decision making or to inform team.</p> <p>Direct teams research to include analysis of developments in the sector or discipline or precedence outside of integratedliving.</p> <p>Undertakes comparison of findings and applies to integratedliving environment.</p>
Financials	<p>Contribute to the analysis and development of team, functional and/or project People Budgets and ensure resource costs are managed within budget parameters – including salary and annual leave costs.</p>
Quality, Risk & Compliance Management	<p>Ensure organisational policies and procedures are implemented by the team, including facilitating communication and interpretation, implementation, and compliance.</p> <p>Monitor data integrity and adherence to internal procedures, systems, and audit requirements, both in own work and that of the team.</p> <p>Identify non-compliance and risk to the organisation through knowledge of the team and others work practices.</p> <p>Actively manage expectations of compliance and ensure policy and procedures are well understood.</p> <p>Identify potential risk, scope, and develop recommendations to prevent.</p>
Accountabilities	
Business KPIs	<p>Actively manage the team performance to meet projected targets across all functional unit KPIs.</p>
Client Experience	<p>Provide proactive leadership in monitoring and managing client complaints adopting an early intervention approach to improve client satisfaction and retention.</p>
Seamless Service Delivery	<p>Collaborate with other teams in Operations and the rest of business to ensure clients receive seamless and timely service and resolution of issues.</p>
Community Engagement	<p>Participate in industry and local community forums for business development and growth goals.</p>
<p>The accountabilities stated reflect the primary functions of this position and should not be construed as an exhaustive list of duties. Accountabilities may vary or be amended from time to time without changing the position.</p>	
Delegations	
<p>Delegations for position are outlined in the integratedliving Delegation's Policy.</p>	



Key Position Relationships

Internal	integratedliving People	Operational Unit
	Leadership Group	Corporate Services
	Quality & Safety Unit	People Services
External	Clients and carers	Brokers & Contractors
	Government agencies	Consultants

Qualifications, Demonstrated Success Factors, Capabilities & Credentials

Qualifications & Experience	Tertiary qualification in community health, healthcare or similar field, OR
	Significant operations or care management experience across a range of competitive industries with a preference for the health care or aged care sector.
Demonstrated Success Factors	Success at leading business and client outcomes in home care or community care setting utilising person-centred care and partnering in care approach.
	Leadership of diverse teams, including proven capability to communicate, motivate, develop and manage performance with proven results.
	Strong computer literacy including MS Office suite, HRP and CRM application, Intranet.
Capabilities	Lead a Team: I lead a team by setting direction, building a shared understanding, providing guidance, removing obstacles and barriers, managing performance and development
	Person Centred: I seek to hold people at the centre of my thinking and action, to consistently strive for sustainable outcomes that create value and enable our clients.
	Take Action: I take action to deliver outcomes, improve productivity, efficiency and create value, systematically seeking evidence to inform decisions and evaluate alternative courses of action.
	Act Professionally: I interact with others professionally, with integrity in a fair and respectful manner as measured against our code of conduct and values.
	Communicate and Collaborate: I share information and learning with others by actively listening and asking questions to collaboratively reach a shared understanding and demonstrate empathy.
Credentials	Satisfactory Police Check

