

Position Description

Position Details

Position Title: Business Manager
Service: Home Instead Senior Care
Classification: MG1 – MG3 (*as per Care Connect Ltd's CEA 2006*)

Organisational Relationships

Reports to: General Manager – Realise Life Division
Supervises: CAREGivers
HR/Admin Support positions
Network Relations Officer

General Information

Care Connect Ltd is a non-profit organisation specialising in assessment, case management and brokerages services. Funding is provided by State and Commonwealth Governments as well as a number of other private contracted organisations. Care Connect operates in Victoria, New South Wales, South Australia and Queensland. Funding is targeted at providing support to clients and /or carers with a disability or aged care issues.

Guiding Principles

- Embracing diversity
- Ensuring integrity and accountability
- Striving for innovation and excellence
- Promoting flexibility and responsiveness
- Delivering effectively with value for money

Position Objective

The Business Manager is responsible for managing the Home Instead Senior Care Franchise within Care Connect. The Business Manager will facilitate and manage the operations of the Home Care Services.

Accountability

The Business Manager is accountable to the General Manager for his/her performance and conduct. The Business Manager will provide supervision to staff to ensure that complex/professional matters are considered, as appropriate.

The Business Manager will engage in regular supervision with his/her Manager, to keep him/her informed of issues and developments within the Manager's areas of responsibility as described in this position description.

Home Instead Senior Care operates as a division on Care Connect Ltd in accordance with the terms and conditions of the Franchise Agreement.

Key Responsibilities

Business Development

- Develop and execute the annual business plan and networking plan
- Achieve the annual business plan's revenues, gross profit and profitability objectives
- Ensure all business practice and development is compliant and consistent with franchise contractual obligations
- Attend and contribute to Home Instead Senior Care division meetings
- Participate in the growth and development of the Home Instead team
- Support fellow peers through buddying and mentoring as required
- Liaise with stakeholders to identify issues which impact on existing service delivery and develop solutions so as to promote integrated care solutions for clients

Business Management

- Responsible for budgeting requirements, accounts receivable collection and any other accounting/finance functions necessary
- Complete and submit any business reports as required
- Verify and approve CAREGiver hours logged through hotline to hours recorded on the database, enter hours on time sheet and submit to Payroll for processing of pays
- Forward payslips to CAREGivers after the pay run has been completed

Employee Management

- Monitor performance and provide support to team members to ensure business objectives and targets are achieved
- Recruitment, induction and separation of staff
- Identify staff training and development requirements; both individual and group
- Train CAREGiver and support staff where necessary
- Monitor and evaluate staff performance
- Liaise with Human Resources to ensure effective management of staff Contracts of Employment
- Ensure that staff adhere to best practice policy and procedures, encouraging services to be quality focused at all times
- Conduct and participate in regular team meetings, facilitating and contributing to discussion and decision making
- Ensure through effective and regular supervision and support of staff services are professional and quality driven (as per Care Connect's Policies and Procedures)
- Conduct regular supervision with employees and identify areas for staff development
- Evaluate and improve retention strategies to ensure a low staff turnover.
- Manage and be accountable for the financial resources (including salaries) allocated to the business through organisational budget planning process
- Through consultation with the General Manager and Human Resources (if necessary) organise locum coverage for staff when required

Client Services

- Oversee the delivery of person centred services
- Manage the intake, service calls and allocation of clients within geographic territories
- Promptly address client queries and partake in client service call visits, where necessary
- Conduct and/or manage all client to CAREGiver introductions
- Develop and maintain positive relationships with all clients through Quality Assurance (QA) visits and phone calls
- Conduct QA visits with clients in person or over the phone according to the QA frequency guidelines. Conduct follow up as necessary
- Monitor, mediate, and log both client and CAREGIVER activity and follow up on quality assurance concerns after visiting clients
- Negotiate with the General Manager agreed client targets and budget planning
- Ensure that agreed client targets for the team are met
- Manage effectively Care Connect's Complaints and Grievances process
- Provide Reports as requested by the General Manager
- Actively contribute to operational and team planning and implementation of organisational directives



Networking/PR, Sales & Marketing

- Develop and maintain positive and professional relationships with referral sources in the community
- Promote and enhance the profile of Home Instead Senior Care through Public Relations and networking opportunities and events
- Assist in the coordination and integration of the various elements of HISC marketing activities including advertising, sales promotion and direct marketing
- Writing and proof reading media releases, newsletters, publications, advertisements and printed material
- Liaising with internal and external parties to ensure marketing deadlines are met
- Measurement of effectiveness of sales and marketing activities to recommend areas for improvement and future endeavors

Special Projects

The Business Manager will be required to undertake additional work or special projects for the organisation, as specified by the General Manager – Realise Life Division. This work will be consistent, unless otherwise agreed to by both parties, with those duties of the Business Manager as set out above.

Quality

- Maintain client/carer/supplier/employee privacy and confidentiality
- Ensure accurate and confidential recording and maintenance of client/carer, provider/agency, personal and organisational documentation
- Implement best practice and quality standards as described in Care Connect Ltd Policy & Procedure Manual
- Promote and support inclusiveness and diversity

Team Development

- Attend and contribute to regular team meetings
- Participate in the growth and development of the team
- Contribute to annual team planning
- Support fellow peers whilst respecting individuality

Professional Development

- Participate in staff development opportunities as planned and required
- Participate in regular supervision with Line Manager
- Develop and work towards an individual work plan
- Maintain an up-to-date knowledge of the services and facilities available in the community to the frail aged and those with a disability

Technology

The organisation actively seeks to utilise a range of current technologies in support of its administrative and field staff. It is expected that staff will be able to utilise these technologies competently, and also are prepared to extend those competencies through regular in-service training programs.

Competencies & Components Required Of This Position

Competency/Component

- Operational Planning
- Manage Complexity
- Communication and interpersonal
- Accountability
- Business Awareness
- IT Literacy
- Financial Acumen
- Advocacy/Influence

Level Required¹

- Skilled In
- Skilled In
- Demonstrated competence
- Demonstrated competence
- Skilled In
- Skilled In
- Skilled In
- Skilled In

¹ Continuum: (1) Demonstrated knowledge (2) Demonstrated experience (3) Skilled in (4) Demonstrated competence



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|------------------------------------|------------|
| • Networking/Collaboration | Skilled In |
| • Innovation | Skilled In |
| • Management of organisation | Skilled in |
| • Quality & Continuous Improvement | Skilled in |

Qualifications & Experience

- Tertiary qualifications or equivalent experience in a business/management field
- Minimum five years experience in a business or administration position
- Experience in the use of the Microsoft Office suite and the Internet
- Driver's license

Key Selection Criteria

- Well developed interpersonal and communication skills
- Demonstrated experience in a business role
- Sound knowledge of Community Care or Home Care Services
- A sensitive approach to working with individuals
- Demonstrated planning and organisational skills and attention to detail
- Experience in the use of information technology and computers including database maintenance, use of e-mail, the Internet and the Microsoft Office suite

Conditions

The Business Manager will be appointed under the conditions of the Care Connect Ltd Certified Agreement 2006. This Agreement sets out conditions of employment.

It is a condition of employment with Care Connect Ltd that all new staff are required to give written consent to a National Police Records Check. All offers of employment are provisional pending the outcome of this Check. If the National Police Records Check is not to the satisfaction of Care Connect Ltd in its absolute discretion, the employment may be terminated.

Qualifying Period

The successful candidate will be subject to a six month qualifying period with Care Connect Ltd.