



*Presbyterian Support
South Canterbury*

Position Description

- Job Title:** Community Services Manager
- Location:** Presbyterian Support South Canterbury
- Responsible To:** General Manager, Services for Older People
- Responsible For:** Community First Coordinators
Home Support Team Leaders
Leisure and Care Centre Coordinator
Support Workers Community FIRST and Home Support
Volunteers Community FIRST and Home Support
- Functional Relationships:** Clients, Family, Whanau, and Friends
Needs Assessment Service Co-ordination
G.P.s
Geriatricians
Allied Health Professionals
Volunteer Co-ordinator
Community Social Worker
Chief Executive Officer
Aged Care Admissions Manager
Other agencies
- Hours:** 40 hours Monday to Friday
Work outside of these hours may be required at times
- Review Period:** This position to be reviewed at Annual Performance Appraisal.

Purpose of Position:

The Manager leads the delivery of a service user driven, flexible, integrated community-based support service for older people who have been assessed as requiring rest home level of care. The restorative programme works with people to maintain or build independence. The Manager is responsible for ensuring the

continuing development and delivery of this service in accordance with the Organisation Wide policies, operational manual policies, contractual and regulatory requirements and maximising employee and service user satisfaction.

The Manager must:

1. Lead the development and growth of the service ensuring individual services are appropriate to the needs of the people we support and are delivered to the best possible standards within the service model.
2. Contribute to the ongoing development and implementation of services to older people that enable them to remain living in their community of choice.
3. Achieve annual budgeted targets within scope of authority.
4. Lead and manage the local service team
5. Work collaboratively and in a consultative way with staff and external stakeholders

| Key Accountabilities | Key Activities/Decision Areas | Key Performance Indicators |
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| <p>Service Co-Ordination and leadership</p> | <ul style="list-style-type: none"> • Lead the multidisciplinary service provider teams in the delivery of a service user-driven, flexible, integrated, community based support service. • Deliver the service model as outlined in the Community First Manual (PSRHSS National operational manual used as a guide) • Meet agreed upon service goals and objectives as outlined in the Community First Service plan and Quality Plan • Implement change management processes. • Actively lead team meetings • Oversee staff roster / schedule to ensure service user support needs and requirements are met • Delegate specific responsibilities to Service Coordinators and Team Leaders, including matching Support Worker (SW) to Service User and supervision of support workers • Develop a culture that encompasses the values and vision of the organisation and the service • Empower the service team to contribute to innovation and service improvement • Contribute to strategic planning and develop the annual service provider business /quality plan and ensure its implementation at site • Identify own training needs and participate in annual performance review • Work outside the scope of this document | <ul style="list-style-type: none"> • Older persons are supported to remain in a home of their choice • Service outcomes, goal and objectives are met • Service user visits are met – nil missed visits • Service Coordinator’s and Team Leader responsibilities are clear • A culture of continuous review and improvement activities are accepted by the team and management • Service improvements meet their stated objectives • All planning task and implementation actions are completed • Goals have been set for all service users |

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| | <p>may be required from time to time as directed by the CEO/Eldercare Manager</p> | |
| <p>Clinical competency</p> | <ul style="list-style-type: none"> • Undertake clinical work with service users (using relevant templates/documentation): <ul style="list-style-type: none"> - complete clinical assessments & re assessments quarterly or as per contract - draw up individual support programmes / plans - deliver clinical support as required at RN level • Ensure that service users are case managed against all relevant clinical service user's guidelines and best practices • Monitor Coordinator and Team Leader's clinical work e.g. review service user's support programmes /plans. • Be able to demonstrate the application of evidence based clinical decision-making in relation to diagnostic reasoning and service user assessment. • Be competent in applying a systematic approach to performing a comprehensive service user assessment. • Be capable of assessing a service user's health status and arrange for ordering appropriate laboratory and other diagnostic tests in order to establish diagnoses. • Be capable of interpreting clinical findings in relation to underlying patho-physiological processes. • Be capable of articulating the knowledge underlying service user assessment and diagnostic test findings in order to formulate a diagnostic decision. | <ul style="list-style-type: none"> • Assessments & re-assessments completed in full and on time • Service users receive optimum clinical and non-clinical support • Service user satisfaction ratings meet service providers quality goals • 100% service users have been assessed using the correct processes • Appropriate service user referrals are made to follow-up on any adverse clinical findings • Appropriate action that a Coordinators and Team Leaders can understand is written in all service user support programmes and plans |
| <p>Service Management</p> | <p>The manager is responsible for</p> <ul style="list-style-type: none"> • working with service coordinators, team leaders and staff to ensure services are delivered within available resources including ensuring rosters meet service requirements • planning, developing and implementing change processes • Delegate specific responsibilities to Service Coordinator, including supervision of support workers • Effective and efficient management of time | <ul style="list-style-type: none"> • Rosters and schedules match funding and service user needs with minimal disruption to the service • Results achieved are effective and efficient • Service Coordinator's responsibilities are clear • Accountable; outcomes delivered in the required timeframe |

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| Relationship management | <ul style="list-style-type: none"> • Work in a collaborative and inclusive manner with the service user, family, whanau, friends, community, GPs, other primary care services, and needs assessment agency • Develop and maintain effective relationships with internal and external stakeholders • Manage the transition to service with the new client/prior service provider or facility staff, Physio & SW • Work in collaboration with residential care facility staff re TRANSITION service (where relevant) | <ul style="list-style-type: none"> • Consumer advisory group established • Service outcomes, goal and objectives are met • Relationships with funders and referral agents contribute positively to business quality goals and service objectives Where relevant an intensive rehab programme / plan is in place for transitional service user |
| Financial | <ul style="list-style-type: none"> • Work within the budget to ensure effective and efficient utilisation of resources in line with the service model | <ul style="list-style-type: none"> • Annual budgeted targets are achieved within scope of authority. • Appropriate remedial actions are taken against any monthly variances |
| Reporting and Administration | <ul style="list-style-type: none"> • Prepare all relevant reports i.e.: <ul style="list-style-type: none"> - Reports to Eldercare Manager as requested including monthly board report - Contract Monitoring for all contracts(this may be delegated) • Sign off all invoices • Oversee the maintenance of all service user files, staff files, home files and record systems • Oversee the Home Support Data Base and ensure data inputting is accurate • Maintain all correspondence with DHB, service users, doctors and relevant others • Oversee processing and authorization of timesheets including the confirmation of visits for billing for Home Support Clients | <ul style="list-style-type: none"> • All reports required for Eldercare Manager are forwarded on time and in full; service activities are reviewed as required • Contract monitoring completed on time • Files are up-to-date with information which is relevant-for-purpose • Correspondence is timely, pertinent and professional. |
| Documentation/Quality Systems | <ul style="list-style-type: none"> • Review and maintain required quality systems and management information systems • Complaints are dealt with according to Policy and Procedure • Ensure ongoing certification against the Community Support Sector Standards • Active role in the PSSC Quality Programme | <ul style="list-style-type: none"> • Systems meet requirements outlined in organisations policies / procedures. • Quality meetings attended • Audits achieved desired results |

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| | including attendance at appropriate meetings <ul style="list-style-type: none"> • Completion of annual audits • Involvement with external audits i.e. DHB contractual audits | |
| Recruitment/Staff Development | <ul style="list-style-type: none"> • Implement effective recruitment, selection, orientation, and personnel management procedures for staff • Support, supervise and mentor direct reports • Develop annual staff training and learning development plans • Monitor all training (to ensure staff achieve competencies) and maintain training records. • Ensure specified staff training is audited e.g. infection control | <ul style="list-style-type: none"> • Procedures reflect Human Resource policies • The service has the appropriate number and caliber of staff • Staffs' capability is built in line with the service and business plan • Formal appraisal sessions are held three months after employment and thereafter annually or sooner if indicated and provide honest feedback, coaching, development and mentoring as appropriate • Staff training is aligned to service goals, and sufficient resources and time are provided to complete training within the agreed time • All staff are participating in training |
| Health and Safety; Legal; Contractual/Quality | <ul style="list-style-type: none"> • Ensure that service complies with the organisations Health and Safety Programme, including all health and safety responsibilities as set out in Home and Community Support Sector Standards and ACC accreditation requirements • Ensure that the service complies with all legislative, contractual and standards requirements • Policies and procedures will be developed that ensure safe effective functioning • Incumbent actively involves staff in all aspects of continuing quality improvement • Quality planner will be developed annually • Analysis of incident/accident data on staff and clients looking for trends etc | <ul style="list-style-type: none"> • Service complies with all H&S and accreditation requirements • Appropriate remedial actions are taken where requirements have not been met • All requirements complied with. • Appropriate remedial actions are taken where requirements have not been met • Regular internal audits are successfully conducted |

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| | | <ul style="list-style-type: none"><li data-bbox="1143 233 1435 298">• Attendance at CQI meetings |