VISION:

The Hardi Group of Aged Care Facilities vision, is to ensure we provide a service which makes a difference to the quality of life for our residents, and our staff are valued for their diverse contributions.

SCOPE:

The Facility Manager is responsible for the effective management of services at facility level, in accordance with the organisation’s mission and philosophy and to achieve determined strategic objectives.

REPORTS TO: General Manager Clinical Services (primarily) with some reports to General Manager Finance Administration & Chief Executive Officer (“CEO”)

KEY WORKING RELATIONSHIPS – INTERNAL

Group ACFI Manager, Clinical Compliance Coordinator, Employee Relations Manager, Assets & Accommodation Manager, Assistant Facility Manager, Registered Nurses, Endorsed Enrolled Nurses, Aged Care Workers including Assistants in Nursing, other nursing staff where applicable, Housekeeping, Catering, Diversional Therapists, RAO’s, Laundry, Maintenance, Administration Assistants, Facility Clerical staff onsite & Head Office

KEY WORKING RELATIONSHIPS – EXTERNAL

Other Residential aged care facilities, Area Health Network, Tertiary institutions and professional education bodies, Aged Care Quality Agency, Department of Social Services (Commonwealth), Department of Human Services (Medicare), Health Department(NSW), Food Authority, other health care agencies or service providers

ESSENTIAL CRITERIA:

- Current general registration with AHPRA as a Registered Nurse (Div 1)

DESIRABLE CRITERIA:

- Post graduate qualifications in management or equivalent
- Post graduate qualifications in gerontology or equivalent

REQUIRED EXPERIENCE, KNOWLEDGE & SKILL

Experience: Minimum of five (5) years post registration clinical experience
- Experience in coordinating a multi-skilled team

Knowledge: Knowledge of the health and aged care sectors
- Knowledge of legislation relevant to the provision of residential aged care services
- Knowledge of relevant Aged Care Accreditation Standards and the accreditation process
- Knowledge of aged care funding arrangements
Skills:  High level interpersonal skills, including effective relationship management and networking skills
Ability to work confidentially in a sensitive environment
High level leadership skills
High level time management and organisational skills
High level financial management skills
High level resource management skills
Project management skills
Ability to develop, implement and evaluate continuous improvement systems
Computer literacy skills

Part A - KEY ACCOUNTABILITIES:

Commensurate with Hardi Aged Care’s strategic objectives established to achieve the delivery of quality services you will be required to:

1. Promote the Mission and Philosophy of the Organisation
   1.1 Work within the stated mission statement, philosophy and objectives of Hardi Aged Care.
   1.2 Participate in the development of strategic and operational planning that supports the continuing growth and viability of Hardi Aged Care.
   1.3 Promote and articulate the role and function of Hardi Aged Care with residents, relatives, other health workers and the wider community.
   1.4 Develop systems, policies and protocols that reflect the mission and philosophy of Hardi Aged Care and comply with the legislative requirements of relevant funding and governing bodies at all government levels.
   1.5 Manage the organisation in a manner that provides for all stakeholders to exercise their rights.
   1.6 Foster a culture within the organisation of continuous quality improvement.
   1.7 Develop and modify a quality system to formally assess, monitor and evaluate all areas of service delivery and stakeholder satisfaction in order to continuously improve service delivery.
   1.8 Establish and/or maintain a committee structure through which quality activities are instigated and monitored.

2. Business Administration
   2.1 Observe and participate in approved Hardi Aged Care policies and procedures
   2.2 Perform administrative and managerial functions, including taking responsibility for staff, budget planning and long range goals
   2.3 Be responsible to maintain resident agreements and other records, staff files including employment records etc and contractor agreements and other records as required
   2.4 Ensure the Facility Clerk actively pursues receipt of completed new resident agreements within legislative timeframes
   2.5 Be responsible to facilitate and manage the collection of all outstanding resident fees
   2.6 Ensure the Facility Clerk actively pursues collection and receipt of all outstanding resident fees
   2.7 Liaise with Head Office Clerical staff on any outstanding resident accounts for further decision making on the collection of bad debts
   2.8 Ensure that stock control of consumable items onsite are managed within budgetary limits
   2.9 Delegate and supervise duties for onsite clerical staff to ensure timeframes are met for all onsite and Head Office activities
   2.10 Monitor customer service performance by all staff onsite. Managing poor performance in this area promptly and in a timely manner according to Hardi Aged Care Discipline & Dismissal policy
2.11 Be responsible to manage time management activities for self and others to ensure that deadlines are met as requested or required

2.12 Liaise with administrative staff onsite, intercompany and Head Office in a timely professional manner

### 3.0 Human Resource Management

3.1 Observe the Hardi Aged Care Organisational Chart and communication pathways reflected within the organisational chart and flowchart

3.2 Observe and actively manage staffing modules according to Hardi Aged Care Human Resource policies and procedures at all times. Active hands on management of all daily movements to the facility roster and replacements is expected

3.3 Audit compliance in accordance to Module 8 Staffing Module and Standard 1.6 Human Resource Management within the Accreditation framework

3.4 Foster an environment in which employees are willing and able to work towards Hardi Aged Care established objectives

3.5 Foster and maintain effective communication processes which facilitate information flow throughout the organisation

3.6 Determine and/or review the necessary skills mix and personnel required to meet service requirements being cognisant of budget limitations

3.7 Undertake, or delegate, the completion of an annual training needs analysis to ensure employees’ skills and knowledge meet the requirement of their roles and responsibilities

3.8 Monitor and respond appropriately when human resource expenditure deviates from budget expectations

3.9 Participate in scheduled reviews of position descriptions and routine lists for all employees within the facility to include details of accountability, responsibilities and formal lines of communication, principal duties and performance expectations

3.10 Recruit and select employees in accordance with Hardi Aged Care’s policy and protocols

3.11 Maintain employee records in accordance with Hardi Aged Care’s policy and protocols

3.12 Manage employees in accordance with relevant industrial awards, workplace agreements and/or service agreements

3.13 Establish and monitor a training budget to facilitate the implementation of the annual training plan

3.14 Ensure that all new personnel, casual and agency relief personnel receive adequate orientation and competency skills check prior to commencement of duty

3.15 All personnel employed by Hardi Aged Care will undergo two (2) paid Buddy shifts as supernumery to the roster prior to roster allocation of vacant position. Vacant roster positions to be replaced by skilled experienced personnel in order to meet resident care need

3.16 Establish and/or maintain an annual performance appraisal system for facility employees

3.17 Recognise, assess and determine appropriate strategies to be taken when an employee’s performance does not meet the organisation’s expectations

3.18 Facilitate the professional development of employees through training, mentoring and appraisal processes

3.19 Promote an environment that is conducive to personal and professional development of employees

3.20 Recognise the ability of key personnel and delegate work accordingly

### 4.0 Government Funding

4.1 Observe and participate in Hardi Aged Care policy and procedures on financial management

4.2 Be accountable for the financial performance of the facility

4.3 Take on advice and directives received from Group ACFI Manager &/or GM Clinical Services in relation to realistic funding maximisation or related activities

4.4 Be responsible to effectively manage and understand each resident ACFI claim at facility level
4.5 Obtain a Medicare ‘A’ number for Hardi Aged Care in order to manage ACFI claims via the online Medicare system. Advise Group ACFI Manager of allocated ‘A’ number for upkeep of the Hardi Aged Care ‘A’ number register. ‘A’ number passwords must be kept private & secure

4.6 Ensure that the appropriate and relevant government funding allocation is achieved to maximise the delivery potentials of resident care

4.7 Work cooperatively with Group ACFI Manager in auditing activities relating to ACFI Claim management, during validation visits and ensure the optimisation of revenue to achieve funding meets actual quality resident care requirements

4.8 Monitor the ACFI review and submission process with direct supervision to the Assistant Facility Manager. Complete an ACFI FM audit checklist for each ACFI pack to ensure compliance to evidence required to match the claim

4.9 Ensure that all ACFI assessments and evidence collated meets Hardi Aged Care approved processes

4.10 Remain familiar with the most current ACFI User Guide issued by the Department of Human Services

4.11 Complete all Medicare online claims in a timely accurate manner

4.12 Report any ‘late submissions’ or ‘default claims’ to the Group ACFI Manager in a prompt and timely manner. Engage in prompt remedial action to correct late submissions or defaults. Late submissions or default claims are considered unacceptable and will be considered as a reflection on the performance of the Facility Manager and Assistant Facility Manager

4.13 Monitoring ACFI is critical to the viability of the organisation and should be managed closely and carefully by the Facility Manager. Analyse the Provider Transaction reports soon after receipt to monitor Medicare claims paid match submitted claims via electronic documentation system. Discrepancies in Medicare reports and Hardi reports should be raised immediately with Medicare and report actions to Group ACFI Manager

4.14 Receive a weekly report from the Assistant Facility Managers outlining all ACFI related activities, gaps and opportunities identified in staff participation with approved documentation guidelines to support all ACFI claims

4.15 Identify ACFI training needs for individual staff members and ensure that all nursing and activities workers receive timely education as agreed in collaboration with Group ACFI Manager

4.16 Maintain and complete Medicare claim reports and monthly reconciliation reports to ensure recurrent ACFI and appropriate funding

4.17 Monitor the coordination of regular ACFI education to all nursing personnel to maintain maximum ACFI standards and knowledge

5.0 Regulatory Compliance

5.1 Be aware of State, Commonwealth and other legislative requirements

5.2 Remain familiar with the legislative requirements relating to regulatory compliance as reflected in the Hardi Management System and adhere to all related policies and procedures

5.3 All regulatory compliance gaps, breeches or risks are to be referred immediately to the GM Clinical Services and Chief Executive Officer

5.4 Allegations or suspected resident assaults and elder abuse to be reported immediately to the GM Clinical Services and Chief Executive Officer

5.5 The decision to make a mandatory report or non-mandatory report is based on the Compulsory Reporting legislation and guidelines presented by the Department of Social Services with all resident assaults and or elder abuse first reported to the GM Clinical Services and the Chief Executive Officer. The discretionary decision to make a mandatory or non-mandatory report remains with the GM – Clinical Services and the Chief Executive Officer

5.6 Initiate a new Action Plans to resolve formal external complaints and or Mandatory or Non-Mandatory reports

5.7 Undertake incident investigation process immediately to gather evidence and report on finding

5.8 Respond in an appropriate manner and within required timeframes to the Aged Care Complaints Unit ‘ACCU’ as required and directed by GM – Clinical Services or by Chief Executive Officer
5.9 Manage ‘at risk’ areas of resident care or staff management during the incident investigation process to ensure the ongoing health and safety for all stakeholders

5.10 Maintain privacy and dignity to victims and perpetrators of assault, alleged assault or incident

5.11 Coordinate delivery of mandatory and non-mandatory education on regulatory compliance issues is maintained annually

5.12 Maintain the facility police check register, remain vigilant to monitor and obtain a copy of current police checks for all staff and volunteers soon to be ‘expired’ and manage ‘expired’ police checks according to the Hardi Aged Care policy and procedures reflected in flow charts

5.13 Liaise with Administrative Assistant Head Office to ensure police checks for all staff, volunteers and service providers are logged on the Hardi Corporate Register according to the Hardi Aged Care policy and procedures

5.14 Liaise with Assets & Accommodation Services Manager to seek regulatory compliance gaps, risks or concerns related to police checks

5.15 Monitor individual professional registration status for all personnel who are required to undertake qualified services or responsibilities to the residents within Hardi Aged Care

5.16 Such individuals are required to present proof of annual registration to their peak body registration board

5.17 Maintain evidence of individuals meeting the required CPD points to maintain annual registration entitling individuals to perform contemporary services within their scope of practice. CPD points to be allocated to completed and successful attendance to training and education programs at facility level

5.18 Maintain the approved professional register on an annual basis as approved by Hardi Aged Care Management for all health professionals such as Registered Nurses, Enrolled Nurses, Physiotherapists, Speech Therapists, Podiatrist, Dietician and Local Medical Officers

6.0 Quality Management Systems and Continuous Improvement

6.1 Be aware of and participate in the Quality Principles 2013 and Aged Care Act 1997 compliance

6.2 Ensure compliance to Aged Care Act 1997 at all times by all residents, their representatives and all workers

6.3 Observe and actively participate in all Hardi Aged Care policies and procedures

6.4 Actively participate and coordinate continuous improvement activities including ACQAA site contacts including announced and unannounced site audits and support contact visits

6.5 Ensure that all documentation pertinent to the facility operations are up to date and compliant with Accreditation Standard modules

6.6 Maintain maximum status of Accreditation in line with Quality Principles 2013 and accreditation standards

6.7 Ensure the implementation of all quality programs, schedules, action plans and activities onsite

6.8 Liaise and consult with GM Clinical Services & Asset Accommodation Services on compliance activities and issues

6.9 Identify continuous improvement initiatives related to onsite operations and activities

6.10 Coordinate and supervise the development e.g. gathering of information and the maintenance of facility action plans and CI plan

6.11 Coordinate the completion of the ‘Self-Assessment tool’ as required for re- Accreditation application

6.12 Follow the facility audit program, delegating audits to appropriate team members and identifying requirement for ‘focus’ audits

6.13 Ensure data collection is maintained and results actioned in relation to all areas audited

6.14 Assist in the corporate review schedule of information handbooks relevant to all stakeholders e.g. Resident Handbook, Staff Handbook and the Visiting Service Providers Handbook

6.15 Coordinate appropriate education to all staff ensuring maximum understanding the Accreditation process, preparation and participation

6.16 Ensure that all employee and service provider contracts and resident agreements are completed and maintained with consistency according to Hardi Aged Care policies and procedures

6.17 Ensure that all team members adhere to the Hardi Aged Care policies and procedures identified within the management system
6.18 Actively participate in the review of all relevant policies and flow charts
6.19 Ensure all staff members participate in the review of relevant flow charts
6.20 Ensure the changes in ‘What’s New’ is distributed for all relevant staff to review
6.21 Raise Continuous Improvement reports as necessary for identifying improvements required at site level and for escalation to the General Managers for higher approval as per procedure
6.22 Ensure that all required internal meetings are held within the designated timeframes, coordinate and chair all principal meetings including but not limited to:-
   ✷ Weekly FMT meetings
   ✷ Quality Management meetings
   ✷ Monthly FM/DT meetings
   ✷ Case Conferences / Family Conferences
   ✷ Medical Review Advisory Committee meetings
   ✷ General Staff & RN meetings

7.0 Resident Care
7.1 Develop and/or review promotional material that markets the facility’s services.
7.2 Develop and/or maintain processes for the suitable admission of residents to Hardi Aged Care.
7.3 Monitor clinical practice and decision making to ensure clinical practice is contemporary and reflects best practice.
7.4 Encourage the application of research findings and best practice models to inform service delivery.
7.5 Monitor the documentation of clinical practice and decision making to ensure it complies with Hardi Aged Care’s policy and protocols and validates funding claims.
7.6 Support and guide members of the health care team through ethical decision making.
7.7 Maintain effective communication with resident/person responsible/carers and other members of the health care team to facilitate optimal care along a continuum that supports the resident’s choice.
7.8 Liaise with residents/persons responsible to monitor that residents’ rights and responsibilities are being observed and to assist in the resolution of complaints when they arise.

8.0 Budget
8.1 Observe and actively participate in Hardi Aged Care policies and procedures which relate to budgets
8.2 Participate in the formulation and maintenance of the allocated budget
8.3 Participate actively with analysis of financial budget statements and profit and loss statements
8.4 Ensure ordering of stock levels are adjusted in a timely manner to reflect facility occupancy levels
8.5 Ensure receipt of stock deliveries reflects the quantities ordered and quantities received
8.6 Manage the approved staff rosters effectively and efficiently
8.7 Manage staffing levels effectively according to the resident occupancy levels in conjunction with directives from the Chief Executive Officer
8.8 Report to GM Finance and Administration and the Chief Executive Officer any budget concerns or issues in a timely manner

9.0 Infection Control and Work Health and Safety

Hardi Aged Care has an obligation under Work Health and Safety legislation to provide a safe and healthy environment for all workers and visitors. Equally each individual worker has an obligation under Work Health and Safety legislation to comply with employer WH&S emergency plans, policies and procedures, report hazards and incidents with corrective actions taken promptly

9.1 Observe and actively participate in Hardi Aged Care policies and procedures which relate to Infection Control and Work Health and Safety
9.2 Ensure staff practices reflect the Hardi Aged Care policies and procedures that are underpinned by State and Commonwealth legislation
9.3 Engage in positive dialogue with GM Clinical Services and or Manager Assets Accommodation Services when raising issues of concern or discrepancy related to Infection Control and Work Health and Safety practice
9.4 Be proactive in addressing hazard reports in a timely manner; paying attention to complete a hazard risk matrix and present findings to relevant departments or persons applicable
9.5 Monitor and investigate all incidents for residents, staff and others in a timely manner, completing necessary paperwork listing steps taken to investigate, with a full evaluation and outcome report for each incident report
9.6 Manage cleaning services within the facility with clear identification onto cleaning schedules and delegation of deficits onto the facility action plan
9.7 Ensure the environmental safety of residents, staff and visitors to the facility remains in line with Hardi WH&S and Injury Management policy and Infection Control policies
9.8 Manage action plans as a result of audits conducted by internal staff and external consultants
9.9 Manage the collection of appropriate data and in relation to infection control surveillance on a monthly basis, identifying trends and actively participating in problem solving with the Quality Management Committee
9.10 Conduct quarterly internal audits to measure compliance and risk to the overall safety of all stakeholders
9.11 Be fully aware of the function of the fire panel and other fire safety equipment and emergency procedures
9.12 Hold current certification as a Fire Safety Officer – Level 1 and Return to Work Consultation/Coordinator or be prepared to obtain relevant certificates in order to fulfil the role of Facility Manager
9.13 Attend all WH&S committee meetings onsite and report all issues of concern requiring advice and governance by General Managers and Chief Executive Officer
9.14 Ensure all staff and service providers are orientated on WH&S and IC standards according to Hardi Aged Care policies and procedures
9.15 Ensure all residents and relatives are orientated to fire safety procedures and emergency exits to ensure their understanding, participation and cooperation
9.16 Ensure staff education and in-service programs include annual hand washing, manual handling, fire safety, evacuation, emergency response, incident investigation and injury management
9.17 Ensure all after hours and in charge personnel remain competent in emergency and contingency training

10.0 Comments and Complaints
10.1 Observe and actively participate in Hardi Aged Care policies and procedures related to the management of comments and complaints
10.2 Be familiar with all relevant legislative requirements including ‘Charter of Residents Rights and Responsibilities’
10.3 Encourage all stakeholders to participate in the internal feedback system
10.4 Manage the facility suggestions box, clear and enter all feedback forms to the facility complaints register
10.5 Actively engage in the investigation process of each formal complaint, listing steps taken to address complaint, evaluating outcome and capturing resident & or relative feedback
10.6 Identify potential and actual concerns / complaints and actively participate in the resolution process liaising with the GM – Clinical Services and or Chief Executive Officer
10.7 Actively participate in the resolution process of all formal external complaints raised by the Aged Care Complaints Scheme; observing the flow chart for complaint resolution and liaising with the GM – Clinical Services and or Chief Executive Officer
10.8 Supervise the early resolution process for all informal complaints providing staff involved with support and direction as required and provide complainants with written feedback in a timely manner
10.9 Coordinate investigation procedures to ensure resident accommodation and care needs are met
10.10 Ensure staff education and in-service programs including ‘reporting and investigating complaints, effective conflict resolution and incident investigation’

11.0 Equipment and Maintenance
11.1 Observe and actively participate in Hardi Aged Care policies and procedures which relate to equipment and maintenance
11.2 Monitor correct selection and use, maintenance and storage of all equipment by staff within the facility
11.3 Ensure that all equipment or furniture is tagged as ‘Out of Order’ or ‘Faulty’ is repaired and reinstated into service in a timely manner and or raise a request for equipment replacement
Dispose of stock, equipment or furniture is tagged as ‘non-repairable’ or ‘replacement required’ after listing onto asset register. Stock piles of non-repairable or unwanted equipment or furniture is prohibited on site and rigorous action by the Maintenance officer should be managed.

Monitor maintenance logs and preventative maintenance schedules are completed and evaluated in a timely manner according to Hardi Aged Care policies and procedures.

Action all improvements raised as a result of environmental round reports issued by the Manager Assets & Accommodation Services.

Ensure all new equipment purchased and existing equipment meets WH&S standards with standing operation procedures ‘SOP’ made available for all staff to observe when operating equipment.

Review the condition of the facility (by way of physical inspection on a weekly basis) in conjunction with the Maintenance Officer.

Observe correct reporting lines to seek written authority for expenditure for non-urgent repairs and maintenance to the Manager Assets Accommodation Services.

Ensure staff education and in-service programs includes proper handling and use of approved equipment, reporting equipment defects and maintenance repairs required in a timely manner.

**12.0 Professional Development and Training**

12.1 Ensure own business management and clinical knowledge remains contemporary by attending seminars, education, in-services and reading industry journals to accumulate a minimum of 20 CPD points to support annual AHPRA registration (if relevant).

12.2 Maintain knowledge and development on Hardi Aged Care policies and procedures, Resident, Staff and Visiting Service Provider Handbooks.

12.3 Identify and analyse training needs for self and all members of the team and implement an Education Schedule annually to meet these needs.

12.4 Maintain a professional standard at all times in conjunction with the Hardi Aged Care ‘Code of Conduct’.

12.5 Work cooperatively and liaise with all levels of staff, customers, and vendors, internal and external stakeholders.

12.6 Monitor effectiveness of communication (both written and verbal) at all levels onsite.

12.7 Oversee the Professional Development of all staff in a timely manner.

12.8 Ensure effectiveness of all Committee meetings at all times and contribute to the development of agenda items and completion of minutes in a timely manner.

12.9 Ensure meeting minutes and memos are disseminated to all staff in a timely manner without risk to the business and risk to the health and safety to all residents and staff.

**13.0 Other**

13.1 Participate in other duties as required at the discretion of the General Managers and Chief Executive Officer.

13.2 Actively engage and participate in duties inherent to the role as Facility Manager.

13.3 Ensure successful implementation of major projects within the facility as determined and agreed with General Managers and the Chief Executive Officer.

**14.0 Remuneration and Performance Appraisal**

14.1 Remuneration payable will be in accordance with the Hardi Aged Care Enterprise Bargain Agreement (EBA) as set out in the individual Employment Contract.

14.2 Frequency of performance appraisal will be written in the Individual Employment Agreement, initially 3 months after employment, then at 6 months formal performance appraisal, then annually thereafter or as required.

**Part B - KEY PERFORMANCE INDICATORS (KPI’S)**

1. Achieve 100% compliance across all standards under the Accreditation Standards framework and modules during all announced and unannounced visits by AACQA.

2. Maintain ACFI claims according to resident care mix with particular attention to Bands 1 & 2 to maintain 90% within these bands. In the event of ACFI downgrades after a Department of Social Services (DoSS) validation visit; the appeals process will be considered & commenced after.
consultation with the Group ACFI Manager and General Manager – Clinical Services. As a result an appeal should be lodged within the required timeframe on receipt of validation report as agreed with Chief Executive Officer

3. Achieve an annual ‘A’ rating for the facility from the Food Safety Authority

4. Achieve agreed timelines for all formal response letters to internal and external complaints including responses to the Aged Care Complaints Scheme

5. Achieve 100% resolution of all formal complaints within 3-6 months of receipt of initial letter outlining complaint matter received from the Aged Care Complaints unit. Exceptional cases to be agreed between Chief Executive Officer, GM Clinical Services & Facility Manager

6. Weekly reports fall due Tuesday weekly and forwarded to GMCS, GMFA & CEO
   - Monthly reports together with updated facility CI Plan, monthly Adverse Events report and the facility Activity program fall due on the 7th day of each month; and forwarded to CEO, GM’s, CCC, and ACFI Manager, MAAS & ER Manager.

7. In the event of a significant or an unforeseeable management event that prevents the submission of a report to the designated personnel by the due date; it is the responsibility of the Facility Manager to contact the GM Clinical Services and present a business case for requesting a revised date for submission of the Managers report. The GM Clinical Services reserves the right to accept or refuse negotiations to report due date based on justifiable reason or business risk to Hardi Aged Care

8. Zero disruption to operational activities whilst on personal leave arrangements

9. Base Roster maintained in 70% of financial trend report

10. Achieve agreed bed occupancy levels with minimal bed vacancy days as determined by the Chief Executive Officer on an annual basis. Exceptional circumstances to be raised and discussed with Chief Executive Officer

11. Occupancy maintained above 94% in KPI financial trend report

12. Sick leave 2% below base roster hours

13. Leave Accrual - RDOs.<40 hrs, AL<240 hrs, LSL<329 hrs

14. Environmental round results to be raised on an action plan with 100% resolution by agreed timeframes as set by Chief Executive Officer

15. Contributions to the Hardi Aged Care Newsletter is provided in a timely manner

I have read, understand and agree to the terms described in the above Position Description for FACILITY MANAGER.

I have retained a copy of the above Position Description for my own records.

Name .................................................................
(BLOCK LETTERS)

Signature .......................................................... Date ........../ ........../ .......

Position Description/Facility Manager – Updated 10/02/2014
Copyright Hardi Aged Care – Created 18/10/2012
Part C – POSITION DEMANDS CHECKLIST

The purpose of this checklist is to manage any risk/s associated with this position and guide training requirements and environmental /equipment adaptation that may be necessary for the occupant of this position.

**Frequency Code**

<table>
<thead>
<tr>
<th>Code</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>O</td>
<td>= occasionally (activity exists up to 1/3 of the work time)</td>
</tr>
<tr>
<td>F</td>
<td>= frequently (activity exists between 1/3 and 2/3 of the work time)</td>
</tr>
<tr>
<td>C</td>
<td>= Constantly (activity exists more than 2/3 of the work time)</td>
</tr>
<tr>
<td>R</td>
<td>= Repetitively (activity exists repetitively within the work time)</td>
</tr>
<tr>
<td>N/A</td>
<td>= not applicable to this position</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Demands</th>
<th>Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Demands of the Position</td>
<td></td>
<td>O</td>
</tr>
<tr>
<td>Kneeling/Squatting</td>
<td>Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels</td>
<td>√</td>
</tr>
<tr>
<td>Leg/Foot Movement</td>
<td>Tasks involve use of the leg and/or foot to operate machinery</td>
<td></td>
</tr>
<tr>
<td>Hand/Arm Movement</td>
<td>Tasks involve use of hands/arms - eg, stacking, reaching, typing, mopping, sweeping, sorting and inspecting</td>
<td></td>
</tr>
<tr>
<td>Bending/Twisting</td>
<td>Tasks involve forward or backward bending or twisting at the waist</td>
<td></td>
</tr>
<tr>
<td>Standing</td>
<td>Tasks involve standing in an upright position without moving about</td>
<td></td>
</tr>
<tr>
<td>Driving</td>
<td>Tasks involve operating any motor powered vehicle</td>
<td></td>
</tr>
<tr>
<td>Sitting</td>
<td>Tasks involve remaining in a seated position during task performance</td>
<td></td>
</tr>
<tr>
<td>Reaching</td>
<td>Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended</td>
<td></td>
</tr>
<tr>
<td>Walking/Running</td>
<td>Tasks involve walking or running on even surfaces</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tasks involve walking on uneven surfaces</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tasks involve walking up steep slopes</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Tasks involve walking down steep slopes</td>
<td></td>
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<tr>
<td></td>
<td>Tasks involve walking whilst pushing/pulling objects</td>
<td></td>
</tr>
<tr>
<td>Climbing</td>
<td>Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees</td>
<td></td>
</tr>
<tr>
<td>Working at heights</td>
<td>Tasks involve making use of ladders, foot stools, scaffolding, etc, anything where the person stands on an object other than the ground</td>
<td></td>
</tr>
<tr>
<td>Lifting/Carrying</td>
<td>Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms</td>
<td></td>
</tr>
<tr>
<td></td>
<td>1. Light lifting/carrying (0-9kg)</td>
<td></td>
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<tr>
<td></td>
<td>2. Moderate lifting/carrying (10-15kg)</td>
<td></td>
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<tr>
<td></td>
<td>3. Heaving/lifting/carrying (16kg and above)</td>
<td></td>
</tr>
<tr>
<td>Restraining</td>
<td>Tasks involve restraining patients/clients/others</td>
<td></td>
</tr>
<tr>
<td>Pushing/Pulling</td>
<td>Tasks involve pushing/pulling objects away from or towards the body, also includes striking or jerking</td>
<td></td>
</tr>
<tr>
<td>Grasping</td>
<td>Tasks involve gripping, holding, clasping with fingers or hands</td>
<td></td>
</tr>
<tr>
<td>Demands</td>
<td>Description</td>
<td>Frequency</td>
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<tr>
<td>------------------</td>
<td>-----------------------------------------------------------------------------</td>
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</tr>
<tr>
<td>Manual Dexterity</td>
<td>Tasks involve fine finger movements - eg, keyboard operation, writing</td>
<td>√</td>
</tr>
</tbody>
</table>

**Sensory Demands of the Position**

<table>
<thead>
<tr>
<th>Demand</th>
<th>Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sight</td>
<td>Tasks involve use of eyes (sight) as an integral part of task performance - eg, looking at screen/keyboard in computer operation, working in dark environment</td>
<td>√</td>
</tr>
<tr>
<td>Hearing</td>
<td>Tasks involve working in a noisy area - eg, workshop and/or operation of noisy machinery/equipment</td>
<td>√</td>
</tr>
<tr>
<td>Smell</td>
<td>Tasks involve the use of the smell senses as an integral part of the task performance - eg, working with chemicals</td>
<td>√</td>
</tr>
<tr>
<td>Taste</td>
<td>Tasks involve use of taste as an integral part of task performance</td>
<td>√</td>
</tr>
<tr>
<td>Touch</td>
<td>Tasks involve use of touch as an integral part of task performance</td>
<td>√</td>
</tr>
</tbody>
</table>

**Psychosocial Demands of the Position**

<table>
<thead>
<tr>
<th>Demand</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks involve interacting with distressed people</td>
<td>√</td>
</tr>
<tr>
<td>Tasks involve interacting with people with mental illness/disability/cognitive impairment</td>
<td>√</td>
</tr>
</tbody>
</table>

**Exposure to Chemical Hazards**

<table>
<thead>
<tr>
<th>Demand</th>
<th>Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dust</td>
<td>Tasks involve working with dust - eg, sawdust</td>
<td>√</td>
</tr>
<tr>
<td>Gases</td>
<td>Tasks involve working with gases</td>
<td>√</td>
</tr>
<tr>
<td>Fumes</td>
<td>Tasks involve working with fumes - eg, which may cause problems to health if inhaled</td>
<td>√</td>
</tr>
<tr>
<td>Liquids</td>
<td>Tasks involve working with liquids which may cause skin irritations if contact is made with skin - eg, dermatitis</td>
<td>√</td>
</tr>
<tr>
<td>Hazardous Substances</td>
<td>Tasks involve handling hazardous substances including storage and/or transportation</td>
<td>√</td>
</tr>
</tbody>
</table>

**Working Environment**

<table>
<thead>
<tr>
<th>Demand</th>
<th>Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lighting</td>
<td>Tasks involve working in lighting that is considered inadequate in relation to task performance - eg, glare</td>
<td>√</td>
</tr>
<tr>
<td>Sunlight</td>
<td>Exposure to sunlight</td>
<td>√</td>
</tr>
<tr>
<td>Temperature</td>
<td>Tasks involve working in temperature extremes - eg, working in a cool room, working outdoors, boiler room</td>
<td>√</td>
</tr>
<tr>
<td>Confined Spaces</td>
<td>Tasks involve working in confined spaces</td>
<td>√</td>
</tr>
</tbody>
</table>

**Accident Risk**

<table>
<thead>
<tr>
<th>Demand</th>
<th>Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Surfaces</td>
<td>Tasks involve working on slippery or uneven surfaces</td>
<td>√</td>
</tr>
<tr>
<td>Housekeeping</td>
<td>Tasks involve working with obstacles within the area - bad housekeeping</td>
<td>√</td>
</tr>
<tr>
<td>Heights</td>
<td>Tasks involve working at heights below knee level and/or above shoulder height</td>
<td>√</td>
</tr>
<tr>
<td>Manual Handling</td>
<td>Tasks involve manual handling tasks</td>
<td>√</td>
</tr>
</tbody>
</table>

**Biological Hazards**

<table>
<thead>
<tr>
<th>Demand</th>
<th>Description</th>
<th>Frequency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Biological Products</td>
<td>Tasks involve working with blood/blood products/body fluids</td>
<td>√</td>
</tr>
</tbody>
</table>

*Adapted from NSW Health Policy Directive PD2005_211*