



Riverview
Lutheran Rest Home Inc

Job and Person Specification

General Services Manager

August 2024

Organisational Overview:

Riverview Lutheran Rest Home Inc. is a Not-for-Profit 60 Bed Residential Aged Care Facility comprising of 40 Aged Care beds and a purpose built 20 bed specialised Memory Support Unit. 12 Independent Living Units and 13 Serviced Apartments are also located on-site. Riverview's Mission is to provide care, services, and accommodation to enrich the lives of older people, and strengthen the Riverland community. Through our Values of Care, Integrity, Quality, Compassion, Kindness, Love, Patience and Respect, we strive for "Excellence in Christian Care".

JOB & PERSON SPECIFICATION

POSITION:	GENERAL SERVICES MANAGER
TYPE OF EMPLOYMENT:	FULL TIME
REPORTS TO:	CHIEF EXECUTIVE OFFICER
RESPONSIBLE FOR SUPERVISING:	CATERING, CLEANING, LAUNDRY AND MAINTENANCE STAFF

Position Overview:

The General Services Manager (GSM) is responsible for managing the delivery of high quality Residential Aged Care dining and catering, cleaning, laundry, and maintenance services at Riverview, and ensuring Riverview's property and equipment is well maintained, and legislatively compliant. This position will support staff in the use of IT with basic education and support, whilst calling on our IT contracted services as necessary. The GSM manages the organisations retirement living options, whilst raising awareness of the organisation and promoting Riverview as a great place to live.

Qualifications and Requirements:

Essential

- Leadership ability
- Holds and maintains satisfactory police check no more than 3 years' old

Desirable

- Experience leading teams to provide high quality hotel services (catering, cleaning, laundry, maintenance)
- Knowledge of retirement village regulations

Key Job Responsibilities:

- Responsibility for ensuring the kitchen is providing a quality food service which includes appealing and varied food and drinks, and an enjoyable dining experience in line with resident needs, choices and dietary requirements, including what, when, where and how they eat and drink, and that legislative food standards and requirements are met
- Responsibility for ensuring the facility environment and it's property and equipment is safe, welcoming and comfortable, fit for purpose, neat, tidy, hygienically clean, and well maintained, including scheduling and monitoring of routine and preventative maintenance in Leecare, both internal and contract
- Responsibility for ensuring Riverview supplied linen is of good quality, hygienically clean, plentiful and regularly updated, and that resident laundry is cleaned according to legislative requirements
- Partner with residents to seek feedback and advice to monitor and inform continuous improvements in the areas of dining experience, food and meals, cleaning and laundry and the overall usability and appearance of the home, ensuring it is fit for purpose

- Ensure menus are developed in partnership with residents and health professionals, and reviewed by nutrition specialist
- Partner with residents to identify and discuss any environmental risks in the home and how these can be mitigated
- Facilitate bi-monthly meetings with the Kitchen and Cleaning staff teams
- Responsibility for the Management of the Kitchen and Cleaning staff teams
- Ensure appropriate management and disciplinary action in line with Riverview policy is undertaken in conjunction with the staff member concerned' s direct manager, in a timely manner if Catering, Cleaning, Laundry and Maintenance staff do not follow Riverview procedures, job duty lists, or legislative requirements
- Address and resolve complaints relating to areas of this position's responsibility in accordance with Riverview complaint resolution processes, implementing solutions and monitoring for effectiveness
- Ensure appropriate building, plant, equipment and system tests and audits are in place and completed, to ensure resident, staff and visitor safety and legislative compliance including fire, safety, call bell, security, and emergency lighting and power
- Carry out audits as per schedule and as deemed fit by any noticeable trending from maintenance issues, hazards, incident etc, and as directed by the CCM and/or CEO
- Liaise with manufacturers and maintenance service providers of plant, equipment, fire, safety, call bell, security and emergency lighting and power systems as required
- Liaise with trades, and communicate/arrange logistics of trades visits with residents/representatives (as necessary) and staff
- Ensure that buildings, plant, equipment and systems are maintained in a legislatively compliant manner that allows the delivery of high-quality care in a home like environment
- Maintain Riverview's Emergency & Disaster Management Plan, regularly review strategies to prepare for and respond to an emergency or disaster, engaging with residents, representatives and staff about the plan, and regularly test and review the plan in partnership with response partners.
- Ensure Maintenance and general operative procedures are kept up to date and legislatively compliant
- Ensure SDS's are held as required and maintained up to date
- Resolve any property, plant and equipment related incidents and implement appropriate resolutions
- Ensure that maintenance is attended to in an appropriate and timely manner by Maintenance Staff
- Review identified risks, hazards and reported incidents and ensure investigation and corrective action is taken in a timely manner to prevent such incidents from occurring/reoccurring
- Assist in the coordination and rollout of projects including but not limited to building, and technology related projects and initiatives
- Provide facility orientation to contractors and ensure current police check/vaccination evidence is provided prior to attendance at site
- Support staff to resolve basic IT issues and refer to IT Consultant where necessary
- Train and support staff in Lee Care usage
- Train and support staff in using point of care devices for documentation, and call bell notification, and monitor to ensure staff are using these
- Create and maintain forms and reports as required by the CCM and/or CEO in Lee Care (schema)
- Liaise with Lee Care to resolve any technical Lee Care issues where unable to be resolved inhouse
- Assist staff to troubleshoot any technical issues with hand held devices and liaise with software providers and/or IT consultant to resolve in a timely manner as required
- Ensure that Lee Care system is up to date working, liaise with Lee Care to ensure updates are completed in a timely manner at a time of day that least disrupts staff and minimises down time, review release notes and communicate/implement changes to/with appropriate staff in a timely manner
- Provide assistance and support to staff in any other IT system licenced for use used by Riverview
- Updating the Riverview Website
- Burst SMS Text messaging
- Drive the occupancy and marketing of Riverview Lutheran Rest Home Inc Aged Care and Retirement Living in an innovative and proactive manner striving for full occupancy

- Prepare appropriate marketing and advertising material and review regularly (as authorised by CEO)
- Increase awareness of Kaesler Serviced Apartments and their benefits in the community and beyond
- Provide marketing information to prospective residents
- Show prospective residents and their families through the Apartments or cottages and facilities
- Sell the benefits of living at Riverview
- Follow up on all enquiries in a timely manner
- Report to the CEO on the number of enquiries, potential residents, enquiry to sales conversion rates, reasons for not choosing to live at Riverview and where those enquirers have ended up living
- Facilitate any meetings that retirement village residents may wish to hold
- Facilitate annual meetings with Serviced Apartment and Independent Living Units residents as per Retirement Villages Act SA requirements
- Manage all retirement village maintenance issues and ensure they are attended to in a timely fashion
- Manage retirement living contracts and make annual recommendation for review of retirement living daily maintenance fees and weekly rent
- Assistance with any other Strategic, Operational or Managerial matters as directed by the CEO
- Attendance at weekly management/department meetings

Essential Ongoing Responsibilities:

- Able to accept responsibility and accountability for actions
- Undertake continued professional development to enhance knowledge of Leadership skills and areas of responsibility
- Display a respectful and considerate attitude to superiors, subordinates, peers and the public always
- Maintain knowledge of and act in accordance with the Aged Care Quality Standards, using best endeavors to ensure standards are met and/or exceeded
- Be familiar with and conform to the requirements of local, state and commonwealth Health Acts and the Retirement Villages Act (SA)
- Know and operate within the policies and procedures, and quality assurance and occupational health, safety and welfare practices of the organisation
- Operate within the Riverview Values of Care, Integrity, Quality, Compassion, Kindness, Love, Patience and Respect
- Act in a manner consistent with the Riverview Code of Conduct

Essential Person Specification Criteria:

- Leadership skills with the ability to inspire, support and impart knowledge to others in a respectful & constructive manner
- Team Player with ability to work well under direction, whilst also capable of working independently
- High level of verbal and written communication skills
- Self-starter who is motivated and proactive and has excellent time management skills
- Uses initiative to identify opportunities and issues and can develop, implement, monitor and evaluate plans and solutions
- Task orientated with the ability to maintain focus
- Excellent attention to detail
- Commitment to maintaining high standards of food & dining, with high expectations for quality food, cleanliness and services
- Sense of loyalty and commitment
- Attention to detail is vital
- Excellent organisation skills
- Good at problem solving
- Good basic Computer (IT) skills, proficient in the use of Microsoft Word and Excel



Acknowledgement

I, _____ acknowledge that I have read and understood the requirements of my position and have been given a copy.

SIGNED: _____

Employee's Signature

Date: ___/___/___

Manager's Signature

Date: ___/___/___