

Position Description

Position	Aged Care Development Manager
Reporting to	General Manager, Strategic Projects
Division	Strategic Projects
FTE	1.0
Location	Lidcombe NSW or Blackburn VIC

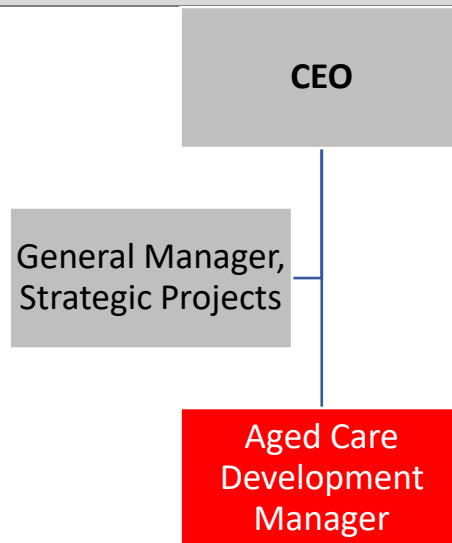
Organisation

MS Plus, previously known Multiple Sclerosis Limited, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions. We offer vital support and services for people living with multiple sclerosis and other neurological conditions, while the search for a cure continues. Nursing Port Stephens (Care For You At Home) is a community care business operating in the Port Stephens region of New South Wales delivering quality care to people accessing Aged Care, NDIS or Veterans support packages.

Role Purpose

The Aged Care Development Manager will be driven to develop the MS Plus Aged Care model and program. Providing supports to those people with a neurological condition who are eligible to receive funding under *My Aged Care*. The development of MS Plus Aged Care services constitutes an important part of delivering the MS Plus Strategic Directions 2020-2025.

Team structure



Key Responsibilities

Key focus area	Success factors
Identification and analysis of potential focus areas for MS Plus Aged Care services	Correctly identify geographical locations that have a potential to grow scale over time by understanding the neurological population, provider populations, Aged Care approvals and waitlists. Understand the potential supply of staff to meet growth expectations.
Key focus area	Success factors

Relationship creation, management and growth	<ul style="list-style-type: none"> Development of advantageous relationships with key organisations, Government Departments, health services and other providers. Successful leveraging of MS Plus services to support persons in receipt of Aged Care funding, whether as the principal provider or by providing brokered services.
Key focus area	Success factors
Policy and process development.	<ul style="list-style-type: none"> Development of key policies and processes to ensure the delivery of MS Plus Aged Care supports are aligned to MS Plus governance requirements and comply with the Aged Care Act and the Aged Care Quality Standards.
Key focus area	Success factors
Recruitment of key personnel	<ul style="list-style-type: none"> Key personnel to deliver MS Plus Aged Care services who meet the necessary experience, qualifications and skills are identified and employed within a timeframe to allow a successful start to service delivery. Industry standard, competitive position descriptions are developed.
Key focus area	Success factors
Collaborate with other MS Plus services	<ul style="list-style-type: none"> Work alongside managers in the Allied Health, NDIS, People & Culture, Risk, Quality and Marketing and Communication areas to deliver a successful program of services.
Key focus area	Success factors
Compliance and Professional Conduct	<ul style="list-style-type: none"> Work within the bounds of relevant legislation/regulations, MS Plus values, policies, procedures, Code of Conduct etc. Consistently contribute to continuous quality improvement of the organisation. Ensure all work complies with the relevant legislation, policies, procedures, and other regulatory requirements. Always behave in an ethical and professional manner. Ensure that the confidentiality of documentation and information is maintained. Participate in any periodic reviews of work practices/operating arrangements within areas of accountability to ensure potential risks/hazards/ breaches are identified and appropriately managed to meet compliance requirements. Ensure working within appropriate risk management and WHS procedures and operating practices to safeguard employee and client health, safety, and well-being. Maintains a correct alignment to the Aged Care Quality standards. Ensures documentation (policy, procedures, processes and work instructions) required as part of a Quality Commission audit are sourced or developed and maintained to ensure compliance.
Key Contracts	<ul style="list-style-type: none"> Chief Executive Officer Chief Financial Officer Executive People, Culture & Quality Executive Manager Client Engagement and Wellbeing Executive Manager Strategic Fundraising People, Culture and Quality team members Systems providers Learning Providers

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Qualifications/Work Experience	
Essential	<ul style="list-style-type: none"> Degree qualification in Allied Health or similar AND relevant and recent experience in developing new client focussed programs of support in the Aged Care, community, disability or health sector. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> Business Management Qualifications AND experience in developing and supporting new programs of support in the Aged Care, community, disability or health sector. Recent experience in Aged Care at a management level delivering Home Care packages, Commonwealth Home Support Programs.
Desirable	<ul style="list-style-type: none"> Policy writing experience.
Knowledge and Key Selection Criteria	
Essential	<ul style="list-style-type: none"> A strong working knowledge of the Aged Care support packages currently funded by the Federal Government. An up to date understanding of the changes expected in Aged Care, namely the <i>In Home Aged Care</i> program and the opportunities and challenges that may bring. A thorough understanding of the Aged Care Quality Standards. Strong understanding of the role that clinical governance has in the delivery of services. Strong stakeholder engagement and influencing skills. Sound people management skills.
Desirable	<ul style="list-style-type: none"> Experience in developing a start-up program. Sound data search and analytical skills. Understanding of budgeting, P&L and business planning processes.
Key Competencies	
Key Focus Area	Demonstrated competency
Sector Knowledge	<ul style="list-style-type: none"> Strong understanding of the Aged Care sector and the changing landscape and how it affects current and future service types and delivery. Ability to identify opportunities to deliver services to My Aged Care recipients by understanding My Aged Care approval processes, waitlists and specific program demand. Strong understanding of the Aged Care Quality standards, Aged Care Quality Commission Act and Rules.
Market research and analysis	<ul style="list-style-type: none"> Relevant data from multiple sources is extracted to inform business planning and decision making. Consumer needs are understood and inform the ultimate design of services Market segments are identified, and strategies developed to attract new consumers.

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Relationship Management	<ul style="list-style-type: none"> • Experience in building and developing key relationships with internal and external stakeholders. • Approachable and team-oriented personality. • Ability to leverage success and deliver client and growth outcomes • Success in developing an industry presence.
Communication	<ul style="list-style-type: none"> • Practical communication skills to enable successful relationships. • Ability to adapt and develop solutions to client and organisational needs with clear and decisive communication.
Business Intelligence	<ul style="list-style-type: none"> • A good level of business intelligence to understand competitive markets and an ability to support the development planning for growth. • An understanding of competitive advantage and a proven ability to utilise same in developing an alternative to competitors.
Personal Attributes	
Supportive	<ul style="list-style-type: none"> • Encourages others to attain goals and achieve • Listens actively and inspires confidence • Demonstrates empathy when confronted with adversity
Culturally aware	<ul style="list-style-type: none"> • Respects difference in all its forms • Adapts language to aid communication • Values diversity as a strength and positively utilises diversity
Flexible / Adaptable	<ul style="list-style-type: none"> • Adapts to changing circumstances in the workplace • Prioritises work and addresses what is most important • Takes advantage of new and emerging opportunities
Client/customer Focused	<ul style="list-style-type: none"> • Prioritises needs of clients, consumers and customers • Aims for best experience and outcomes for clients, consumers and customers • Is outcome focused • Follows through with commitments
Collaborative	<ul style="list-style-type: none"> • Treats colleagues with respect and compassion • Gives feedback in a timely and respectful way • Works with others to achieve common goals • Engenders a spirit of teamwork • Inspires trust
Creative and Innovative	<ul style="list-style-type: none"> • Finds ways to work more efficiently and effectively • Generates options and ideas for clients' individual needs as well as for program design and continuous improvement • Is open to change and alternatives
Analytical	<ul style="list-style-type: none"> • Reviews evidence and opinions before making judgement • Presents clear and logical arguments • Takes a systematic approach when building toward improvements
Determined	<ul style="list-style-type: none"> • Research options and sets a clear path • Deals with obstacles and impediments

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- Has clear goals

Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared.

Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Required screening

<input type="checkbox"/>	Police Check	<input type="checkbox"/>	International Police Check
<input type="checkbox"/>	WWVP (ACT/TAS)	<input type="checkbox"/>	WWCC
<input type="checkbox"/>	Right to work in Australia	<input type="checkbox"/>	NDISWC
<input type="checkbox"/>	Relevant vaccination records	<input type="checkbox"/>	Other

Acknowledgment

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements.

I have been made aware how to access MS Plus policies and procedures for future reference.

I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture & Quality representative.

*Signed
Employee*

Date

*Signed
Manager*

Date

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