

**POSITION VACANT**  
***RURAL AND REMOTE HOME CARE SERVICE***  
***PROGRAM MANAGER***

**POSITION**

This is a permanent part-time position of 25 hours per week (Tuesday to Thursday) and is based in Ravenshoe. The Program Manager is responsible to the Management Committee of the Ravenshoe Community Centre Inc.

This position has significant delegated authority, works under limited direction and supervises other employees whilst establishing and monitoring key performance indicators and contracted deliverables across the breadth of RNRHCS operations.

The program aims to maintain and promote independence and quality of life for the frail aged, younger people with disabilities and other assessed care needs, veterans and brokers with other providers where appropriate.

RNRHCS employs approximately 35-40 staff in various roles, including administration, team leaders and home care support workers and is contracted to deliver in-home and community support to approximately 220 clients within three formal agreements with the Department of Health and Ageing (Commonwealth Home Support Program), the Department of Families, Seniors, Disability Services and Child Safety (Queensland Community Support Service) and the Department of Veterans Affairs (Veteran Home Care). RNRHCS also have numerous brokerage arrangements in place with Home Care Package providers and delivers supports to plan managed NDIS participants.

**ESSENTIAL DUTIES**

Including, but not limited to the following:

- Manage and maintain the program within the allocated budget and in compliance with contracted obligations and deliverables, legislative requirements and all organisational and program policies and procedures.
- Management of all HR and IR responsibilities pertaining to RNRHCS staff, ensuring all contracts are current and reflect the relevant legislation, industry standards and provisions. Including the induction and supervision of staff.
- Management and coordination of service delivery within quality frameworks, ensuring WH&S obligations pertaining to the home caring environment are compliant.
- Complete all government reporting as required and proactively engage with Funding Contract Managers.
- Ensure the IMS integrity is maintained and reflects contractual agreements in regard to reporting requirements and accurately represents the business of RNRHCS.
- Responsibility for producing and analysing data to ensure contracted targets are met and capacity is managed appropriately.
- Ensure ongoing review and evaluation of internal processes in relation to industry guidelines, legislation and regulations. In conjunction with senior staff, implement any improvements. Maintain CQI systems.
- Ensure CQI targets are met by monitoring, implementing and enhancing internal procedures supporting quality service delivery, streamlining service responsiveness and sustaining and improving professional relationships with staff, clients and stakeholders.
- Participate in external audits - Human Services Quality Framework, Aged Care Quality and Safety Commission.
- Proactively pursue opportunities to maintain and improve all program efficiencies and prepare funding proposals/tenders to relevant funding bodies.

**REQUIRED QUALIFICATIONS/EXPERIENCE**

- Qualifications and experience relevant to Management of Human and Community Services - preferably direct experience managing aged care services.
- Experience working within the Aged Care Sector in the last 2-5 years and knowledge of planned reforms.
- Evidenced experience in managing a diverse workforce of similar size. Understanding of HR and IR obligations.
- Contract Management and Reporting.

- Management and coordination of service delivery within quality industry frameworks, relevant legislation and policies and procedures and an understanding of WH&S obligations.
- Experience in using Information Management Systems for the purpose of scheduling, payroll, claiming, data analysis and reporting.
- Office 365 - including all Microsoft applications.
- Attention to detail, time management and co-ordination/prioritisation skills
- Motivation and ability to work autonomously and as part of a larger team.

**Remuneration to be determined based on applicant qualifications and relevant Industry experience.**

**Please forward all expressions of interest for the full application pack to: [hro@ravcom.org.au](mailto:hro@ravcom.org.au)**