



# Position Description

## POSITION DETAILS

Position Title:	<b>Business Manager</b>
Reports To:	Co-CEO
Enterprise Agreement:	Woorayl Lodge Inc., ANMF and HSU Enterprise Agreement 2017
Classification Level/Grade:	Dependent on qualifications and experience

## ABOUT US

Woorayl Lodge Inc. is a not-for-profit aged care facility nestled in the lush, rolling hills of South Gippsland, with pristine beaches nearby. Situated in Leongatha, Woorayl Lodge is conveniently located near many of the region's natural attractions, including Wilson's Promontory National Park, Agnes Falls, and Tarra-Bulga National Park. The surrounding area boasts charming cafes, restaurants, and wineries to delight all palates.

Founded in 1956 by the local Rotary Club, Woorayl Lodge opened on December 14, 1960 with just three permanent residents. Today, it has grown to 41 private rooms in the residential aged care section and 29 independent living units, yet remains a proudly community-owned and run facility with a voluntary Board of Management.

As Woorayl Lodge prepares to break ground on stage one of a new building that will add approximately 40 beds, its commitment to providing specialist residential aged care in small communities remains strong. Woorayl Lodge continues to build long-lasting relationships and thrive within its Gippsland community.

## MISSION, VISION AND VALUES

### Mission

Our mission is to provide services and an environment that **enables** residents to **live the life they choose**.

As a long standing Provider of Aged Care services in a small **community**, Woorayl Lodge understands and accepts the responsibility and the importance of treating each person as an **individual**.

Through open discussions, our team of professionals will listen and work with you to **personalise care and services** to meet your needs and choices, enabling you to “**live the life you choose**”.

At Woorayl Lodge, **we are inclusive** of all people. No matter your background, **you are welcome here**.

Woorayl Lodge is committed to providing a friendly environment that supports a lifestyle of wellbeing.

We recognise that to remain viable and to meet changing market demands in Aged Care, a new facility and expanded services need to be explored.

Woorayl Lodge is building a path to a new facility at Boags Road and is committed to keeping all stakeholders informed in a timely and transparent manner and we look to your feedback at all times.

**Woorayl Lodge is excited to enter a new phase and direction of providing a unique model of care to the Leongatha and South Gippsland communities.**

### **Vision**

“Live the Life You Choose”

### **Values**

Inclusive – Community – Understanding – Individuality – Wellbeing

## **POSITION OVERVIEW**

The Business Manager is essential in overseeing the daily operations of the non-clinical areas at Woorayl Lodge and driving the organisation towards its strategic goals efficiently.

Responsibilities include managing financial operations such as budgeting, forecasting, financial reporting, and payroll.

This hands-on leadership role focuses on promoting excellence within the team, fostering a workplace culture that emphasises continuous improvement, exceptional customer service, respect, and safety.

Practice must always be in a manner consistent with:

- The vision, values, mission, policies and procedures of Woorayl Lodge.
- The Charter of Aged Care Rights
- The Employee Code of Conduct
- The Australian Privacy Principles (Cth)
- The Aged Care Act (Cth) and the Aged Care Quality Standards (Cth)
- The Occupational Health and Safety Act 2004 (Vic)

## **KEY SELECTION CRITERIA**

### **Essential**

- Tertiary qualification in Management, Business or Finance.
- Proven ability to foster strong relationships and work collaboratively with diverse stakeholders to inform decisions, planning, strategy and action.
- Leadership style that develops, coaches and empowers employees with a focus on accountability, initiative, service improvement and job satisfaction.
- Sound financial understanding with the ability to interpret financial data and information and effectively implement and deliver Woorayl Lodge’s long term financial strategy.
- Minimum of 4 years’ experience including payroll/bookkeeping/accounting.

- A strong commitment to excellence and quality in the provision of aged care related services with a sound working knowledge of quality principles and accreditation.
- Well-developed communication, problem solving and conflict resolution skills.
- Commitment to, and willingness to participate in, continuing training and education related to area of employment.
- Current satisfactory Police Check.

#### **Desirable/Highly Regarded**

- Quality and continuous improvement experience including involvement in accreditation audits and in the development of policies and procedures.
- Experience in aged care or community care
- Knowledge and understanding of current legislation and trends in aged care services.
- Knowledge of aged care awards and Enterprise Agreement entitlements.
- Victorian Driver Licence.

### **PROFESSIONAL RESPONSIBILITIES**

- Network with relevant community and professional organisations to represent and promote the interests of the organisation.
- Assist in the development of the organisation and a positive attitude to consumer participation across the organisation.
- Maintain abreast of current practice and trends in management systems as they relate to the provision of aged care services.
- Ensure the organisation adheres to the Occupational Health and Safety Act 2004 in maintaining a safe environment for employees, consumers, visitors, contractors and volunteers.
- Recognise the need for, and actively participate in continuing education and development.
- Complete mandatory competencies as specified in the “Mandatory Competency” policy.
- Participate in the annual Performance Review process.
- Comply with Privacy Legislation and Woorayl Lodge’s confidentiality statements when communicating information pertaining to consumers, employees and the operations of Woorayl Lodge.

### **KEY RESULT AREAS, ACCOUNTABILITIES & PERFORMANCE MEASURES**

The following table outlines the Key Result Areas for this role and the specific accountabilities and performance measures which reflect the primary functions of the position and should not be interpreted as an exhaustive list of duties and activities.

<b>Key Result Areas</b>	<b>Accountabilities</b>	<b>Performance Measures</b>
<b>Finance</b>	<ul style="list-style-type: none"> <li>▪ Oversee all financial operations, including budgeting, forecasting, financial reporting, and analysis.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Presentation of timely, accurate and meaningful information</li> <li>▪ Evidence of accurate accounts payable/receivable functions</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Oversee payroll, invoicing, monthly reconciliations, monthly statements, accounts payable and accounts receivable.</li> <li>▪ Take ownership of the completion of the month-end cycle within clearly defined timelines.</li> <li>▪ Assist with projects, budgeting, forecasting, and financial analysis.</li> <li>▪ Ensure BAS/GST compliance.</li> <li>▪ Prepare Aged Care Compliance Reporting on a quarterly and annual basis.</li> <li>▪ Develop and implement financial strategies to support the organisation's growth and profitability.</li> <li>▪ Join a small finance team, fostering a culture of continuous improvement and professional development.</li> <li>▪ Implement and maintain robust internal controls to safeguard company assets and ensure compliance with financial regulations and accounting standards.</li> <li>▪ Coordinate and facilitate external audits, liaise with auditors, and address audit queries.</li> <li>▪ Liaise with residents and family members regarding payment options.</li> <li>▪ Assist in preparing monthly Board Reports.</li> <li>▪ Assist in preparing Quarterly Financial Reports (QFR) for Dept of Health &amp; Aged Care.</li> <li>▪ Liaise with IT and insurance providers.</li> <li>▪ Assist with preparation of long-term planning processes including the development of the corporate, capital and asset management plans.</li> <li>▪ Provide Co-CEO with the necessary financial and management information to assist them to meet or exceed key performance indicators.</li> <li>▪ Assist with the preparation and submission of all daily, weekly, monthly, and quarterly management reports, board reports, bank reports and/or annual reports as required</li> <li>▪ Woorayl Lodge's assets are acquired, managed, depreciated and disposed in accordance with the organisation's policies.</li> <li>▪ Fixed Asset Register is reconciled on a monthly basis and assist the Co-CEO with periodical asset stock-takes throughout the year and necessary general ledger entries.</li> <li>▪ Be familiar with creditors, billing and payroll software (functionality and processes) and undertake related tasks where necessary.</li> <li>▪ Carry out weekly bank reconciliations and manage monthly cash-flow and operating forecasts, while managing and utilising various accounts and banking facilities and services to maximise the organisation's financial position, while adhering to relevant ratios as well as, liquidity and solvency requirements.</li> <li>▪ Assists with the preparation of year end audit and compliance reporting.</li> <li>▪ Preparation of monthly general ledger balance sheet and major income and expense account reconciliations.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrated knowledge of revenue and financial drivers</li> <li>▪ Evidence that RAD and DAP registers are current.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Preparation of monthly bank reconciliations (updated weekly).</li> <li>▪ Prepare all manual journal entries into general ledger including accruals, prepayments and allocations to cost centres.</li> <li>▪ Preparation of and reconciliation of Monthly BAS Report.</li> <li>▪ Assist with the preparation of formal and ad-hoc finance reports.</li> <li>▪ Ensure tight EOM process and procedures are in place and monitored for all subsidiary ledgers of Accounts payable / receivable and payroll / salary packaging.</li> <li>▪ Assist Co-CEO with suggestions and improvements to workflow efficiencies, flowcharts and the development of policies and procedures at the internal and interface levels.</li> <li>▪ Review policy, procedures and practices relating to the Finance and Administration and service delivery to ensure efficient, integrated systems are in place.</li> <li>▪ Oversee and be familiar with procedures relating to accounts payable and accounts receivable.</li> <li>▪ Maintain Refundable Accommodation Deposit (RAD) and Daily Accommodation Payment (DAP) registers in line with current government guidelines and legislated compliance.</li> <li>▪ Government portal competencies – including ACFI and/or other government billing.</li> </ul>	
<b>Administration</b>	<ul style="list-style-type: none"> <li>▪ Review and act on government communications, alerts, public statements required by legislation, other correspondence including currency with changes to government policies.</li> <li>▪ Oversee the management of the daily operations of the office including: <ul style="list-style-type: none"> <li>○ Reception.</li> <li>○ Mail (electronic, paper, etc.).</li> <li>○ Scheduling contractors including maintenance.</li> <li>○ Training of administration staff.</li> </ul> </li> <li>▪ Prepare agendas, take minutes and arrange advertising where necessary, of the following meetings: <ul style="list-style-type: none"> <li>○ House Committee</li> <li>○ Finance Committee</li> <li>○ Occupational Health and Safety Committee</li> <li>○ General Committee</li> <li>○ Workgroup</li> <li>○ Annual Meeting</li> <li>○ Accreditation Sub Committee</li> <li>○ Any other special or sub-committee meetings as required</li> <li>○ Attend Hostel and Flats Residents Meetings</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of up to date government legislation.</li> <li>▪ Evidence of smooth running of office administration</li> <li>▪ Evidence of good customer service by Administration Officer with regard to telephone answering, reception duties.</li> <li>▪ Evidence of efficient mail distribution.</li> <li>▪ Evidence of accurate documentation for meetings.</li> </ul>
<b>Continuous Improvement / Quality Management</b>	<ul style="list-style-type: none"> <li>▪ Maintain practice within framework established by legislation, national and state policy, guidelines and principles and policies, procedures and protocols of Woorayl Lodge.</li> <li>▪ Contribute to the success of Woorayl Lodge as a leading health and aged care provider.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Demonstrated compliance with all policies and procedures</li> <li>▪ Demonstrated knowledge of legislation pertaining to aged care.</li> <li>▪ Demonstrated compliance with Aged Care Quality Standards.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Comply with Woorayl Lodge policies and procedures.</li> <li>▪ Support a culture of performance improvement and evaluation.</li> <li>▪ Ensure existence of well documented quality improvement plans and processes.</li> <li>▪ Actively participate in the Accreditation process.</li> <li>▪ Ensure compliance with the Aged Care Quality Standards and achievement of accreditation.</li> <li>▪ Ensure that all practices in the Administration / Finance area comply with relevant Commonwealth and State Government regulatory provisions.</li> <li>▪ Conduct quality audits.</li> <li>▪ Support the rights, interests and needs of the residents, whilst respecting the resident's right to freedom of choice, privacy and dignity.</li> <li>▪ Encourage and support residents to give feedback and make complaints.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of quality improvement programs in place.</li> </ul>
<b>Human Resource Management</b>	<ul style="list-style-type: none"> <li>▪ Appropriate rostering and skill mix which enables the service provision to reflect Woorayl Lodge's Vision, Values, Mission and strategic direction whilst also meeting regulatory requirements. This includes ensuring timesheets accurately reflect hours worked prior to submission to payroll.</li> <li>▪ Develop and reviewing the staffing plan with consideration to cost and resident requirements.</li> <li>▪ Encourages and supports existing and new employees, students and volunteers in their roles, and assists their further development through comprehensive orientation, positive leadership, guidance and education.</li> <li>▪ Undertakes regular performance reviews and identifies the training and development needs of employees and implements appropriate actions.</li> <li>▪ Effectively manages sub-standard performance issues, grievance and disciplinary matters in consultation with Co-CEO.</li> <li>▪ Actively promotes robust and constructive communication processes with employees through consultation, conduction of regular team meetings and adoption of an open communication style.</li> <li>▪ In consultation with the Co-CEO, provide extensive support in the management of any WorkCover issues, and employees are positively supported in return to work programs.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of effective leadership (e.g. achievement of team goals, workplace harmony).</li> <li>▪ Effective delegation and monitoring of employees.</li> <li>▪ Evidence of appropriate rostering and skill mix of employees.</li> <li>▪ Evidence that employees attend mandatory training/evidence of follow up when</li> <li>▪ non-compliant.</li> <li>▪ Evidence of Performance reviews, probation reviews and employees feedback conducted on time. Plans and notes completed and saved on file.</li> <li>▪ Evidence of Recruitment of high calibre employees who are committed to quality service and Woorayl Lodge's values.</li> <li>▪ Evidence of identifying skills gaps and developing or sourcing training to meet the needs of the team and the residents they are supporting.</li> </ul>
<b>Risk Management/ Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Woorayl Lodge's policies and procedures are adhered to by all employees and maintained to allow consistent and transparent practices occur within the service.</li> <li>▪ Review consumer residence risk assessments that are completed by employees and identify risk mitigation strategies that need to be employed to ensure employees and resident safety.</li> <li>▪ Develop risk treatment plan for residents' residences where required.</li> <li>▪ Documentation is updated after each resident visit.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of compliance with Woorayl Lodge's policies and procedures.</li> <li>▪ Evidence of identification and remedies of any risks prior to commencement of service provision.</li> <li>▪ Evidence that risk assessments for all residents have been completed, are updated annually and are saved on file in Woorayl Lodge.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Assisting in organisational risk management including sector compliance.</li> <li>▪ Stay up to date with all areas of business and sector developments (WorkCover, Aged Care).</li> <li>▪ Incident reporting and register maintenance are completed and accurate.</li> <li>▪ All Policy and procedure maintenance is completed and accurate</li> <li>▪ Actively participate in quality improvement initiatives and audits designed to evaluate the quality of services.</li> <li>▪ Services are provided in a manner respectful of the languages, literacy levels, cultural beliefs and practices of our residents.</li> <li>▪ Accurately record data as required by agency and funding bodies and timely follow up on data quality reports as requested by the CEO.</li> <li>▪ Participate in ongoing personal/professional improvement.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of completion of appropriate documentation in a timely manner.</li> <li>▪ Evidence that mandatory reporting is completed to a high standard and is submitted on time.</li> <li>▪ Evidence of developing a means of sourcing resident feedback on a regular basis to assist with continuous improvement, performance reviews and changing resident needs.</li> <li>▪ Evidence of timely action and resolution of complaints includes reporting of serious complaints to CEO within 24 hours and actions to address.</li> <li>▪ Evidence that all referrals are assessed within 5 business days and that prospective residents are advised within this window.</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Adhere to Health and Safety regulations, policies and procedures.</li> <li>▪ Undertake all duties in a manner with due regard for the wellbeing and safety of self, colleagues, residents and visitors.</li> <li>▪ Follow up and investigate incidents and employ a risk management approach to prevent further incidents.</li> <li>▪ Incident reporting register is maintained and up to date at all times.</li> <li>▪ Demonstrate an understanding of own role and responsibility in the event of fire and/or other emergency including the ability to evacuate self and residents as appropriate.</li> <li>▪ Report all accidents / incidents in accordance with organisational guidelines.</li> <li>▪ Participate in training and education sessions regarding health and safety.</li> <li>▪ Escalate issues which put other employees or residents at risk to Co-CEO. If the response is unsatisfactory or a response has not been received, it is understood that it will be escalated to the Australian Aged Care Quality and Safety Commission. It is understood that vexatious complaints can result in prosecution.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Ability to demonstrate competency in fire and emergency procedures.</li> <li>▪ Contribute to workplace safety by minimising hazards, risks, injuries and incidents by reporting in an accurate and timely fashion and recommend corrective actions.</li> <li>▪ Evidence that all incident report registers are maintained and up to date.</li> </ul>
<b>Other</b>	<ul style="list-style-type: none"> <li>▪ Actively support the pursuit of fundraising activities in line with the policies and procedures of Woorayl Lodge</li> <li>▪ Develop and implement a communication strategy including web, social media, print and face to face marketing and branding to promote Woorayl Lodge in the community.</li> <li>▪ Undertake strategic communications audit and develop communication strategies for engaging both internal and external stakeholders on matters of strategic importance.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Evidence of assistance with fund raising activities</li> <li>▪ Evidence of an effective communication strategy</li> <li>▪ Evidence of support of the activities of the Board and Co-CEO's.</li> </ul>

Key Result Areas	Accountabilities	Performance Measures
	<ul style="list-style-type: none"> <li>▪ Work cross-functionally to support the activities of the Board, and CEO including media releases and opportunities, speech writing and development of presentation slides or other communication tools.</li> <li>▪ All communication is handled in a manner that enables the efficient and confidential flow of information within the Administration team and the wider organisation.</li> <li>▪ Operate and utilise the advanced functions of software packages to produce documents, reports, and worksheets.</li> <li>▪ Be available to assist in the absence of senior staff.</li> </ul>	

## PERFORMANCE REVIEW

The Business Manager's performance shall be evaluated by the Co-CEO or delegate at three months service, 5.5 month's service and at the conclusion of 12 months service and thereafter each subsequent 12 months, on termination of service and/or on request.

Woorayl Lodge's policy is that concerns over skill and performance of employees are addressed, wherever possible, through a performance review which is not related to the Disciplinary Procedure.

## EMPLOYEE POSITION DECLARATION

I have read and understand the Position Description and agree that I have the ability to fulfil this position. I understand that the information provided in this Position Description is a general outline and may not encompass every aspect of the position.

**Signature\*:** \_\_\_\_\_

**Print name:** \_\_\_\_\_

**Date:** \_\_\_\_\_

*\*If completing electronically, typing your name is acceptable.*