

Position Description

Facility Manager

Classification:	Grade 7
Unit/Department:	Residential Aged Care Facility
Division:	Aged Care
Position Reports to:	Director of Aged Care
Direct Reports:	NUM's, Care Support Coordinator, Lifestyle Officers, Ward Clerks
Enterprise Agreement:	Nurses and Midwives (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2028

About Barwon Health

Barwon Health is one of the largest and most comprehensive regional health services in Australia, providing care at all stages of life and circumstance. Services available through Barwon Health cover the full spectrum from primary care, community services, aged care, rehabilitation, mental health, emergency and acute care. We serve more than 500,000 people through the efforts of more than 9000 staff and volunteers across more than 20 sites. Barwon Health is committed to developing a vibrant culture of education, training and research that advances health and wellbeing for all.

Our Values

Respect - We respect the people we connect with

Compassion - We show compassion for the people we care for and work with

Commitment - We are committed to quality and excellence in everything we do

Accountability - We take accountability for what we do and act with integrity

Innovation - We drive innovation for better care

Position Purpose

Responsible for the efficient, safe and effective operations of the facility, and for the delivery and co-ordination of resident focussed care to a standard commensurate with the Aged Care Act (2024), associated legislation and regulations, Aged Care Quality Standards, NDIS legislation and regulations and Barwon Health Policy and Procedures.

This position is identified as a Responsible Person under the Aged Care Act 2024. The incumbent is required to meet and maintain all Responsible Person suitability requirements under the Aged Care Act 2024 and Aged Care Rules 2025, including compliance with notification obligations relating to changes in circumstances. The incumbent is expected to exercise due diligence in supporting the safe, quality and compliant delivery of funded aged care services and comply with the Aged Care Code of Conduct and Statement of Rights.

Key Accountabilities

Team Leadership

- Provide supportive leadership to ensure residents receive quality care and enjoy a quality of life meeting their assessed needs and preferences.
- Ensure the service supports the organisational governance systems and is compliant with the Aged Care Act, delegated legislation, Aged Care Quality Standards and NDIS practice standards.
- Act in accordance with the Aged Care Act Responsible Person requirements, ensuring appropriate decision-making, escalation, and accountability.
- Lead and manage Aged Care and NDIS Registration Audits, unannounced visits, Serious Incident Response Scheme (SIRS) notifications and complaints processes in conjunction with relevant stakeholders
- Promote a culture of ethical practice, open disclosure, continuous improvement, and psychological safety.
- Provide leadership and mentoring to Nurse Unit Managers and staff across the facility and the wider Residential Aged Care Program
- Develop, deliver and evaluate the annual education and staff training plan in conjunction with education supports
- Lead and support multidisciplinary teams to deliver coordinated, resident-focused care.
- Lead and coordinate recruitment, selection, induction and ongoing staff support, ensuring appropriate skill mix
- Ensure employment practices comply with Barwon Health requirements
- Monitor staff Professional Development Reviews and training to ensure compliance with policy and aged care requirements
- Maintain staff registration and ensure education is provided to all relevant clinical and non-clinical staff
- Ensure nursing scope of practice aligns with the Decision-Making Framework, Codes of Conduct and Ethics
- Support improved employee engagement and satisfaction as reflected in staff surveys
- Undertake special projects, reports and additional duties as required
- Perform all duties within scope, competence and training

Resident Rights and Person Centred Care

- Provide visible, values-based leadership that embeds a rights-based approach to care in accordance with the Statement of Rights.
- Embed the Statement of Rights into everyday practice, policies, procedures, and staff education.

- Ensure residents' rights, dignity, autonomy, privacy, and cultural safety are respected at all times.
- Support residents to exercise choice and control over their care, daily living, and decision-making.
- Ensure effective systems for supported decision-making, informed consent, and involvement of families, carers, and representatives.
- Maintain accessible, transparent, and responsive feedback and complaints management systems, ensuring no adverse consequences for residents who raise concerns.
- Ensure residents' needs are met, considering individual, cultural, linguistic, and social backgrounds.
- Promote person-centred care for residents and their families
- Review incidents, complaints and care issues with NUMs and ensure appropriate follow-up
- Coordinate Lifestyle Programs in consultation with NUMs and Lifestyle Officers
- Ensure smooth and sensitive pre-admission, admission, respite and discharge processes
- Manage mandatory reportable incidents (including SIRS) and external regulatory reporting requirements
- Monitor and action monthly Safety and Quality Scorecards/data
- Support resident and family satisfaction and improved survey outcomes

Facility Management

- Prepare and manage the budget, including workforce, non-capital and capital equipment planning
- Ensure efficient and effective operation of all clinical and non-clinical systems, equipment and services
- Monitor and manage supply, consumables and equipment requirements
- Liaise with Environmental and Food Services to support facility work practices, service delivery and education
- Monitor external providers and contractors to ensure compliance with Barwon Health policies, WHS obligations and legislative standards
- Ensure compliance with all relevant legislative and statutory requirements including WHS, Aged Care Act, Privacy and Equal Opportunity legislation

Business and Risk Management

- In consultation with the Director of Aged Care, manage business operations, risk and budget within the facility
- Implement and monitor effective risk management systems
- Ensure the facility operates efficiently, within budget and quality standards
- Manage and monitor workforce, non-labour and equipment budgets
- Ensure resident needs are optimised within the AN-ACC funding model
- Ensure all Registered and Enrolled Nurses maintain AHPRA registration
- Identify, implement and monitor improvement opportunities and plans
- Monitor financial performance, AN-ACC and occupancy indicators with the Director of Aged Care
- Approve resident entry to the service and ensure AN – ACC assessments meet statutory timelines and reflect resident acuity
- Manage workforce and care delivery within budget and regulatory requirements
- Facilitate claims, submissions and invoicing
- Ensure costs remain within budget and revenue is optimised

Professional Development

- Maintain a program of continuous professional development in conjunction with the Director of Aged Care
- Complete required annual education, competencies and performance discussions in a timely manner

Customer Service and Collaboration

- Demonstrate a strong commitment to customer service and a positive workplace culture
- Build and maintain effective relationships with residents, families, community and health professionals
- Act professionally, courteously and responsively in all interactions
- Promote Barwon Health positively and demonstrate commitment to organisational values

Quality Improvement

- Lead regular reviews and implementation of Aged Care Quality Standards and continuous improvement initiatives, including maintaining and progressing the service and aged care directorate continuous improvement plan.
- Support innovation and best practice within the facility
- Lead and promote a culture of continuous improvement, research and innovation
- Participate in and contribute to quality and governance meetings
- Seek regular feedback from residents and their significant others about service quality
- Ensure accurate data collection and timely reporting

Work Health and Safety

- Ensure compliance with WHS policies, procedures and legislative requirements
- Report incidents, hazards and feedback via RiskMan
- Support WHS planning, injury management, early intervention and return-to-work programs
- Maintain a safe working environment and participate in WHS discussions and monitoring

Key Relationships

Internal

- Barwon Health Executives
- Directors and Co-Directors
- Departmental Heads
- Senior Medical and Nursing staff
- Finance, Billing Workforce, WHS, Injury Management, People and Culture and other Relations Partners
- Support services such as environmental services, food services
- Clinicians, allied health and other care service supports

External

- Department of Health, Disability and Ageing
- Department of Health, Victoria
- Tertiary education institutions
- Professional organisations
- State and Federal Government authorities
- General Practitioners
- Primary Health Networks
- Clinicians and Allied Health Providers
- Community Agencies including but not limited to Local and other Government Authorities, NDIS providers and health services

Key Selection Criteria

Skills and Experience

Essential

- Registered Nurse with Australian Health Practitioners Regulation Agency
- Previous experience in a senior management position within residential aged care
- Ability to take a leadership role in strategic and daily issues
- Demonstrated ability in the development of cohesive teams and sound knowledge of team functioning
- Proven commitment to flexibility and innovation in practice including an evidence-based approach to care
- Demonstrated ongoing commitment to professional development and continuous improvement
- Demonstrated computer skills in Microsoft Outlook (or other e-mail system), Word, Excel, MS Teams and Internet skills to enable quality communication
- Understanding of and commitment to Health Service and/or Aged Care Key Performance Indicators

Desirable

- Management qualification
- Membership of an appropriate professional association

Additional Requirements

- Obtain a NDIS Worker Screening or police/criminal history check prior to employment
- Not be registered on the Aged Care Banning List
- Prior to commencement with Barwon Health, all new employees are required to provide a completed Barwon Health Immunity Status form and have Staff Care clearance
- Report to management any criminal charges or convictions you receive during your employment
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Barwon Health
- Adherence with requirements of the Aged Care Act (2024), Aged Care Rules (2025), Aged Care Quality Standards and other relevant regulatory requirements including the [Child Safe Standards](#)