

## JOB DESCRIPTION

### Residential Aged Care Specialist

#### ABOUT UNITING

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are Imaginative, Respectful, Compassionate and Bold.

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At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

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#### ABOUT THE ROLE

##### Role Purpose

The Residential Aged Care Specialist at Uniting is a pivotal role responsible for providing strategic advice and subject matter expertise in regulatory, compliance, and practice requirements specific to residential aged care. This role is integral to providing assurance of high-quality care and services to older people by guiding and influencing quality and continuous improvement processes.

#### ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Customer and Commercial team through the following:

- Maintain a high standard of conduct and work performance based on Uniting's values to promote our reputation with key internal and external stakeholders.
- Ensure integration and collaboration across Uniting programs to deliver seamless and impactful end to end services with the customer at the centre.
- Actively engage and participate in the performance management framework and review processes at Uniting.
- Act in a manner which upholds and positively reflects the Uniting Code of Conduct.
- Contribute to a culture of openness, feedback and productivity.
- Role model communicate and act in ways that are consistent with Uniting's values.

- Take care of the safety of yourself and others at all times and undertake work in a safe manner in accordance with policies, procedures and instructions (written or verbal) and in adherence to WHS policies and procedures.
- Actively contribute to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Residential Aged Care Specialist, your role specifically will:

- Operate as a Subject Matter Expert providing advice to service delivery teams relating to regulatory, compliance and practice requirements which apply to Residential Aged Care and Household Living.
- Lead and role model effective program, process and system reviews to support improvement and align Senior Services to best practice and assurance principles.
- Guide and influence the process of quality assurance and continuous improvement to ensure older people receive quality of care and services.
- Critically analyse and identify opportunities to improve process and practice through automation, codification or systemisation.
- Support and deliver regular updates and reports to track key quality metrics and trends to drive data-driven decision making in quality assurance.
- Conduct trend analysis to identify opportunities for improvement and risk mitigation, and implement effective controls in collaboration with service delivery teams and key stakeholders.
- Support the completion of mandatory regulatory and compliance reporting, including the National Aged Care Mandatory Quality Indicator Program.
- Lead and conduct audits to provide assurance of quality management functions and processes, including compliance, complaints/feedback, continuous improvement, and incident management.
- Contribute to the ongoing monitoring of accreditation and regulatory requirements, providing support to services to meet compliance requirements.
- Conduct audits of services as required against the relevant standards, producing reports and recommendations for improvement where necessary.
- Develop and deliver capability building support related to quality assurance and compliance to build staff capacity to ensure alignment with the latest regulatory requirements and best practices. Conduct regular risk assessments and develop mitigation plans to proactively address potential issues before they impact the quality of care.
- Identify, document, and lead the development of compliance frameworks, policies, and procedures that reflect required regulatory standards and requirements.
- Monitor performance across operations, ensuring compliance with requirements and reporting timeframes to regulators.
- Maintain comprehensive and up-to-date documentation of all quality assurance activities to provide a clear audit trail and support continuous improvement efforts
- Collaborate with Operations Support and Service Delivery teams in the roll-out of new and existing changes including operating model, regulations, reform and policy changes.
- Understand and remain abreast of regulatory changes and developing knowledge/practice in your area/s of specialisation and review its applicability and potential impact for Uniting.
- Support the implementation of customer specific initiative to promote and enhance quality of care and service delivery.
- Work with Uniting functions and teams to ensure coordination across the organisation, avoiding duplication, standardising on efficient processes and delivering continuous improvement.
- Monitor and maintain up to date administrative systems that support effective compliance and information management.

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## ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Seniors Services  
You'll report to: Customer and Quality Assurance Lead

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## YOUR KEY CAPABILITIES

### Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.
- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

### Business Acumen

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
  - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
  - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
  - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
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## QUALIFICATIONS & EXPERIENCE

### Qualifications:

Bachelor qualification in a relevant field or equivalent experience.

### Skills and Experience:

Typically, this role will require three (3) or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- In-depth knowledge of the Aged Care industry and an expert level knowledge of regulatory instruments
- In-depth knowledge of and experience with quality management systems
- Demonstrated capacity to build the capability of others in your peer group
- Passion for social change and creating an organisation of influence for the most disadvantaged
- Skilled at navigating a complex organisation, forging relationships, and managing through influence

- Effective negotiation, communication and liaison skills, with both internal and external stakeholders
- Excellent written and verbal communications skills including demonstrated experience in complaints handling and report writing.
- Advanced knowledge and experience with using multiple computer applications/ systems and willingness to learn new systems/programs as required
- Demonstrated commitment to continuous improvement

Employee Name:		Manager's Name:	
		Title	
Date:		Date:	
Signature:		Signature:	