

Position Description – Chief Operating Officer

Role Highlights

Title	Chief Operating Officer ('COO')
Employment	Permanent, full-time
Hours	8:30am – 5pm, Monday to Friday
Location	250 Newnham Road, Upper Mount Gravatt, Qld.
Reporting to	Chief Executive Officer ('CEO')

Background

Elderly Care Limited ('Elderly Care') employs approximately 1,700 staff that provide services to multiple aged care residences located in Queensland and Victoria.

Role Summary

The core responsibilities of this role are to:

1. maintain a timely flow of information to the board of directors including keeping the board portal up-to-date;
2. ensure the provision of additional services and extra services meet internal benchmarks;
3. review and report the Company's financials on a monthly basis; and
4. manage the workforce team and ensure efficient roster processes; and
5. oversee hotel services (cleaning, catering and laundry) through the hotel services manager.

Detailed Description of the Position

Board Portal and Information Requests	<ul style="list-style-type: none">• ensure the production and provision of executive level reports within agreed timeframes to the Board and CEO;• promptly upload documentation and reports to the Board portal;• respond to Board and CEO requests for information in a timely manner;
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	<ul style="list-style-type: none"> • provide formal advice at Board meetings (as requested); and • provide informal advice and regular updates as requested to the Board or individual directors.
Additional & Extra Services	<ul style="list-style-type: none"> • ensure the provision of additional services and extra services is consistent with the Approved Provider's requirements; and • manage the substantiation of additional services to consumers.
Financial Analysis and Reporting	<ul style="list-style-type: none"> • develop the annual budget; • review and submit to the Board and CEO, a monthly financial report with analysis and breakdown commentary; and • monitor operational costs and work with CEO in response as necessary.
Staff Management	<ul style="list-style-type: none"> • manage the Workforce team at Head Office to achieve cost effective rostering, industrial award compliance and care minute targets; • evaluate rosters by analysing workforce data; • prepare operational reports on workforce outcomes; • evaluate performance by reviewing and analysing audits on food costs and customer satisfaction reports; and • work with the Group Catering and Housekeeping manager to optimise housekeeping services.
Support and Backfill CEO	<ul style="list-style-type: none"> • assist the CEO in the management of Elderly Care in accordance with the directions of the CEO; • fulfil the role of acting-CEO, when CEO is on leave; and • ensure the effective implementation and compliance of the Company's management policies in the performance of its business.

Note: The above list is not exhaustive. The Chief Operating Officer may be asked to undertake other responsibilities at the request of the Board or CEO, consistent with the scope of this position description.

Skills and Knowledge

- proficient with Microsoft Office 365, including excel and Teams;
- understanding of financial reports;
- excellent time management skills and ability to prioritize multiple demands
- ability to engage with others to understand and embrace organisational culture, directions, goals and client service ethos
- highly developed communication skills, both written and verbal, including an ability to prepare high level reports to Directors and Executives
- strong critical analysis, problem solving, planning, decision-making
- demonstrated ability to promote and model teamwork
- sound analysis and decision making skills

Personal/Other Attributes

- personal accountability and responsibility
- to act and behave honestly, with integrity and authenticity
- results driven and future-oriented
- works by setting and pursuing stretch goals
- able to meet deadlines and work under pressure
- ability to participate actively and constructively within a team
- welcomes and encourages innovation and continuous improvement
- ability to drive significant change

Key Personnel Requirements

According to the Aged Care Act 1997 and the Sanctions Principles, Elderly Care must ensure that you are not a Disqualified Individual. A Disqualified Individual is:-

- 1) a person convicted of an indictable offence;
- 2) an insolvent under administration (an undischarged bankrupt or a person who has entered into an arrangement with creditors); or
- 3) of unsound mind.

As a result, Elderly Care must:-

- 1) obtain a Police Certificate;
- 2) conduct a search of bankruptcy records; and
- 3) conduct previous employment and referee checks.

If at any time during the course of your employment, you become a Disqualified Person, you are required to immediately disclose this to the CEO and the Board.

Experience

Must have at least 5 years' experience:

- (1) proactively managing staff; and
- (2) drafting executive level reports for Boards or senior management.

Work Health and Safety

The incumbent has the responsibility to comply with and meet all obligations contained in:-

- (a) Work Health and Safety (WH&S) legislation;
- (b) Related WHS responsibilities; and
- (c) Elderly Care's Injury Risk Management standards.