



**POSITION DESCRIPTION: CHIEF EXECUTIVE OFFICER**  
**REPORTING TO: BOARD OF MANAGEMENT**

**OVERALL PURPOSE OF POSITION:**

Responsibility for leadership and the management of the residential aged care and independent living services, including the delivery of customer service excellence in wellbeing and lifestyle to our residents.

Identify emerging opportunities to increase the resident satisfaction, community benefit and financial health of Ashleigh House.

Deliver the Ashleigh House Strategic Vision as directed by the Ashleigh House Board of Management from time to time.

Adherence to all legislative compliance related to operations and clinical management of Ashleigh House. This includes (but is not limited to) accreditation outcomes across all standards related to the Aged Care Act, Retirement Village Act, annual external financial audits including Prudential Compliance.

**SECTION A:**

**THE JOB STAFF & EXPENDITURE RESPONSIBILITIES:**

Staff & contractors directly supervised: Facilities Manager, Services Manager, Business Manager and Administration team

Indirectly: All staff, contractors and volunteers.

Expenditure Authority: As per delegations schedule

**MAJOR TASKS/ACTIVITIES/FUNCTIONS/OUTPUTS:**

Reporting to an experienced Board and leading an executive team, the Chief Executive Officer responsibilities include: -

- Developing and delivering the Ashleigh House strategic vision and plans to position the organisation as the preferred choice for residential and independent living aged care;
- Develop, monitor and report on Key Performance Indicators (KPI's) related to the Strategic Plan
- Support the Board and individual directors to facilitate strong and transparent governance. Provide advice to the Board on emerging issues and risks
- Provide governance support to the Board including committees
- Provide all aspects of financial reporting to the Board



- Ensure the effective and efficient management of the organisation's operations including the management of financial, physical and human resources, improving systems and processes as necessary
- Responsibility to ensure Ashleigh House meets compliance with all legislation and accreditation requirements related to business management and service delivery as an aged care provider.
- Developing and delivering innovative services and initiatives aligned to consumer needs;
- Providing highly engaging leadership and direction that builds organisational and workforce capacity and culture
- Ensure resources are fully utilised and instigate productivity measures where able
- Maintain positive relationships with stakeholders and grow the brand to develop community awareness and support
- Lead the organisation in the development and delivery of high impact, high quality and cost-effective programs and services

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

- Work Health and Safety (WHS) legislation;
- Related WHS responsibilities; and

## **SECTION B: THE PERSON**

### **Qualifications, Experience, Knowledge & Skills:**

- Post graduate qualifications in Business management
- Clinical experience or health related discipline highly desirable
- Qualifications and experience in Strategic Management
- Demonstrated success in Operational management
- Demonstrated exceptional leadership experience in managing the operations of a customer driven industry
- Understanding of the Aged Care Act and Principles, AN-ACC funding model (aged care), Aged Care Quality Standards, and Retirement Living legislation.
- Exceptional stakeholder relationship management skills leading to high levels of community and employee engagement
- Highly developed conflict resolution skills
- Excellent oral and written communication skills to support clear and accurate communication with internal and external customers
- At least 10 years' senior management experience
- Current driver licence



**Personal Attributes/Qualities:**

- Sound professional judgement
- Superior analytical and problem solving skills
- Strong customer and community engagement focus
- Effective time management skills and flexible approach to working hours
- High degree of drive, initiative and motivation

**SECTION C: KEY PERSONNEL STATUS**

According to the Aged Care Act 1997 and the Sanctions Principles, Ashleigh House 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.

For those reasons Ashleigh House must: - 1) obtain a Police Certificate as detailed above; 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 Ashleigh House.

**SECTION D: PERFORMANCE MEASURES**

1. Annual assessment by Board of Management against Strategic Plan KPI's
2. Periodic and three/four yearly accreditation outcomes (aged care)
3. Compliance with all regulation and legislation related to the organisation
4. External (financial) audit outcomes
5. The deemed market position of Ashleigh House relative to Sale and district aged care accommodation providers.