

This document outlines the roles and responsibilities of the IRT Woonona Aged Care Centre Leadership Team

How can feedback, complaints and compliments be made?

You can reach out to any of the team members listed below to log feedback, compliments and complaints. There are also locked suggestion boxes throughout the care centre that are checked each Friday and given to the direct leader responsible for the area to action and enter into our feedback register.

If your area of concern is regarding cleaning, you can also log your issue into the Bayton feedback book which is located at the main reception. This feedback book is checked daily by the Bayton team. The Hospitality Manager also monitors this book on a regular basis to ensure follow up action is in progress

Role	Email	Responsibilities
MANAGEMENT TEAM		
	Rebecca Perry Illawarra Business Manager	rperry@irt.org.au
	Kady Wood Illawarra Senior Clinical Manager	kwood@irt.org.au
	Margaret Bourne Administration Officer	woonona@irt.org.au
		<ul style="list-style-type: none"> • The Business Manager (BM) is a regional role • The BM is responsible for all 5 aged care centres in the Illawarra • Oversees the overall performance of the centre • Works with the Leadership Team to ensure care and services are being delivered within their area • The Senior Clinical Manager (SCM) works across all 5 aged care centres in the Illawarra • Reviews clinical documentation and indicators • Supports the clinical team in the delivery of care to residents • Oversees and assists with high risk case management • Meets and greets visitors to the centre • Assists with completion of wellness screening if required • Supports all the leaders, employees and residents with administration tasks • Empties the suggestion boxes each week and ensures the right leader for the issue receives the feedback

Role

Email

Responsibilities

CLINICAL TEAM



**Natasha
Morris**

**Care
Manager**

nmorris@irt.org.au

- The Care Manager's (CM) office is located on the ground floor of the Ribbonwood building opposite the reception desk
- Monitors care and services to all residents
- All care employees report to the Care Manager
- Reviews and has input into clinical care documentation, practices
- Is involved in case conferences
- If you have issues, concerns or feedback related to care these should be directed to Care Manager



Nicholas Kafer

**Care
Coordinator**

nkafer@irt.org.au

- The Care Coordinators (CC) are site-based
- Their office is located on the ground floor of the Flametree building
- Oversees clinical care
- Attends resident case conferences
- Provides clinical leadership and support to all staff
- Works directly with the Care Manager



Jodie Potter

**Care
Coordinator**

jpotter@irt.org.au

Role	Email	Responsibilities
<p>Registered Nurses</p>		<ul style="list-style-type: none"> • Supervise employees in each area • The RN office is located on Level 1 of the Flametree building in the River Rose wing • Responsible for implementing clinical care to residents • Work with GP's and other Allied Health professionals • Communicate change in care needs to resident and families • Residents and families first point of contact for any issues, concerns and feedback

FOOD SERVICES, CLEANING AND LAUNDRY




**Michael
Murphy**

**Hospitality
Manager**

mmurphy1@irt.org.au

- This role is a region roleal
- The Hospitality Manager (HSM) oversees all 5 centres in the Illawarra with Team Leader support at each centre
- Orders meals from Central Production Kitchen
- Orders all food provisions.
- Ensures food service delivery meets resident needs and is also compliant with the NSW Food Authority
- Manages the cleaning contract and conducts audits across the Illawarra care centres
- Oversees the laundry procedures
- Attends resident meetings, case conferences
- All hospitality staff report directly to the HSM

<p>Hospitality Team Leaders</p>		<ul style="list-style-type: none"> • Working in each area supporting the team • Meet with residents • Attend meal service in order to complete audits and resident feedback audits • Any feedback in the hospitality area can be brought to the Hospitality Team Leaders' attention first
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Position	Email	Responsibilities
LIFESTYLE AND WELFARE		
	Kylie Judd	<ul style="list-style-type: none">• This role is a regional role• Oversees all 5 centres in the Illawarra with support team members• Oversees the lifestyle program• Attends resident meetings, case conferences, and manages lifestyle documentation (activity record reviews, care plans)• All Lifestyle staff, including Welfare, report to the Lifestyle Services Manager• Feedback on Lifestyle activities can be brought to their attention first
Lifestyle Services Manager	kjudd@irt.org.au	
Lifestyle Support Staff		<ul style="list-style-type: none">• Ensures programs are being implemented• Works with Lifestyle team and Residents in development of the monthly lifestyle program• Attends case conferences and attends to Lifestyle documentation as directed by the Lifestyle Services Manager