

GER519 Management of Eldercare Services

Level: 5

Credit Units: 5 Credit Units

Language: ENGLISH

Presentation Pattern: EVERY JAN

Synopsis:

Management of Eldercare Services focuses on the influence of financial, human and organisational forces on eldercare services. Theory of management applied to organisations providing eldercare services will be examined. Various sources of public and private funding are looked at and how the funding stream affects the administration and delivery of services. Issues of quality, accessibility, affordability and reach of services are discussed in class. The management of both the public and privately funded services will be examined and critiqued. The role of human resource development and management is considered as strategic to delivering effective eldercare services. Issues of ethics, affordability, accessibility and reach of services will be deliberated in class. Contemporary issues such as government and public relations, community involvement and inter-organisational relations are examined for their implications on quality of service delivery in the eldercare sector.

Topics:

- Fundamentals of management
- Management orientation and style
- Financial challenges and funding issues
- Human resource management and manpower challenges
- Organisational challenges
- Ethical and risk management issues
- Understanding governance
- Quality in services and innovation
- Inter-organizational relations and models of collaboration
- Community outreach and corporate responsibility
- Marketing and public relations
- Organisational challenges

Textbooks:

Strategic Management of Health Care Organisation 8th Ginter, P. M., Duncan, J. W., Swayne, L. E., Somerset, NJ, John Wiley
ISBN-13: 9781119349716

Learning Outcome:

- Apply management principles, concepts and theory to eldercare agencies
- Appraise the challenges and issues inherent in the collaboration and effective delivery of eldercare services.
- Examine the forces in the external and internal environment factors that impact on the organization.
- Discuss the inter-relationships among strategy, organisational structure, culture and performance.
- Analyse the importance of managing community, government and inter-organisational relations.
- Plan an eldercare social service or healthcare agency with appropriate professional skills and resources.

Assessment Strategies - Regular Semester (Evening Class):

| Components | Description | Weightage Allocation (%) |
|-------------------------------|--------------------------|---------------------------------|
| Overall Continuous Assessment | GROUP BASED ASSIGNMENT 1 | 40 |
| Overall Examinable Components | ECA | 60 |
| Total | | 100 |

*The information listed is subject to review and change.