

Position Description and Selection Criteria

Head of Residential Care Services

Location Bentley Park	Reporting To Chief Operations Officer
Direct Reports Care Services Managers AN-ACC Coordinator Admissions Coordinator Social Engagement	Award / Agreement Common Law Contract
Ordinary Working Hours Monday to Friday	

Position Objective

The Head of Residential Care Services is a senior leadership role that is accountable for the effective operational leadership, regulatory compliance, and business performance of SwanCare's residential aged care services. This role ensures the consistent delivery of high-quality, person-centred care to residents, in alignment with SwanCare's values, vision, and strategic objectives.

This role is responsible for achieving compliance with the Aged Care Quality Standards, maintaining service excellence, and fostering a culture of continuous improvement across SwanCare's residential facilities. The role oversees the residential admissions process, collaborates with internal stakeholders to optimise resident experience, and contributes to strategic planning to ensure sustainable growth and operational resilience.

As a senior leader, the Head of Residential Care Services drives staff capability, models professional leadership, and partners with clinical, quality, and corporate teams to maintain high standards of safety, dignity, and care for all residents.

In every aspect of the role, the Head of Residential Care Services leads by example to bring SwanCare's values to life enriching the lives of residents and team members alike. This role is integral to creating a caring community where every person feels safe, empowered, and has the freedom to live the life they choose.

Responsibilities

1. RESIDENTIAL CARE OPERATIONS

- 1.1 Provide strategic and operational leadership across all residential aged care services, ensuring consistent delivery of safe, person-centred care.
- 1.2 Lead the day-to-day management of residential care centres, ensuring compliance with the Aged Care Quality Standards and relevant legislation.
- 1.3 Develop and implement service delivery plans that uphold resident dignity, autonomy, and wellbeing.
- 1.4 Foster strong clinical governance in partnership with the Head of Quality, Care Managers, and other key stakeholders.
- 1.5 Collaborate with support teams (e.g. Hospitality, Property, Clinical Education) to ensure a seamless resident experience.

2. LEADERSHIP AND PEOPLE MANAGEMENT

- 2.1 Directly lead and support Care Managers, Admissions Coordinator, and Social Engagement Coordinator and AN-ACC Nurse.
- 2.2 Set clear performance expectations and conduct regular performance development discussions.
- 2.3 Foster a positive and values-driven workplace culture, promoting staff engagement, accountability, and continuous improvement.
- 2.4 Ensure safe staffing levels and workforce capability to meet resident needs and regulatory requirements.

3. ADMISSIONS AND OCCUPANCY

- 3.1 Oversee residential admissions and waiting list management to optimise occupancy and ensure a smooth, person-centred onboarding experience.
- 3.2 Work closely with the Marketing team to support promotion of SwanCare's residential offerings.
- 3.3 Monitor and analyse admissions data and occupancy trends to inform planning and service improvements.

4. RESIDENT EXPERIENCE AND WELLBEING

- 4.1 Champion programs and practices that support holistic resident wellbeing, lifestyle enrichment, and social engagement.
- 4.2 Ensure feedback from residents and families is regularly captured, responded to, and used to improve service delivery.
- 4.3 Promote a culture of respect, inclusion, and choice for all community members.

5. FINANCIAL AND OPERATIONAL PERFORMANCE

- 5.1 Contribute to budget development and manage financial performance across the residential portfolio.
- 5.2 Identify opportunities for operational efficiencies while maintaining high standards of care.
- 5.3 Monitor and manage key performance indicators (KPIs) including occupancy, resident satisfaction, staffing metrics, and compliance.

6. RISK, COMPLIANCE AND QUALITY

- 6.1 Ensure ongoing compliance with SwanCare policies and relevant aged care legislation and standards.
- 6.2 Contribute to internal and external audits, continuous improvement planning, and corrective action implementation.
- 6.3 Participate in incident, complaints, and risk management processes to ensure timely response and resolution.

7. COLLABORATION AND STRATEGIC CONTRIBUTION

- 7.1 Actively contribute to executive and operational planning forums as required.
- 7.2 Engage in cross-functional initiatives that support SwanCare's strategic goals and values.
- 7.3 Build strong working relationships with internal stakeholders and external regulatory bodies.

8. AN-ACC LEADERSHIP

- 8.1 Provide executive oversight of SwanCare's AN-ACC function, ensuring the funding instrument is managed effectively, efficiently, and in compliance with all regulatory requirements.
- 8.2 Oversee systems and processes to ensure accurate and timely classifications, re-assessments, and documentation that support both consumer care needs and financial sustainability.
- 8.3 Partner with Care Managers, Clinical Nurse Managers, Admissions and People and Culture to integrate AN-ACC into care planning, workforce allocation, and occupancy strategies.
- 8.4 Guide, mentor, and audit AN-ACC practices across services to maintain documentation quality, identify funding opportunities early, and optimise organisational outcomes.
- 8.5 Promote a culture of accountability where staff understand the link between accurate documentation, timely processes, and funding integrity.

9. ANY OTHER DUTIES

- 9.1 Actively participates in the maintenance of a safe work environment.
- 9.2 Actively participates in quality improvement activities.
- 9.3 Actively participates in regular supervision and other performance related reviews.

9.4 Undertakes any other duties as requested / directed to meet operational needs.

Attitude, behaviour and conduct (ABC's)

SwanCare Behaviour Standards



Together in Action

We achieve more when we work as one team.

- Collaborate openly and supportively.
- Share knowledge, ideas and effort.
- Respect each other's roles and contributions.
- Step in to help and celebrate collective success.



Integrity Always

We earn trust by consistently doing the right thing.

- Act honestly, ethically and transparently.
- Follow policies, procedures and legal requirements.
- Take responsibility for commitments, decisions and outcomes.
- Speak up about risks, concerns or misconduct.



Exceed Expectations

We go beyond meeting needs to provide exceptional experiences.

- Deliver excellence in care and services.
- Act with empathy and attentiveness.
- Strive for continuous improvement and innovation.
- Enrich a life with every interaction.



Belonging & Respect

We create communities where everyone feels valued and included.

- Welcome and respect all cultures, beliefs and identities.
- Support community members' independence and choice.
- Foster safe, inclusive and supportive environments.
- Actively contribute to our positive community spirit.

Selection Criteria – Head of Residential Care Services

Essential

1. Proven leadership experience in residential aged care or a related health and human services environment.
2. Comprehensive knowledge of the Aged Care Quality Standards, relevant legislation, and compliance frameworks.
3. Proven track record of managing complex operations managing multidisciplinary teams and achieving quality outcomes.
4. Demonstrated ability to lead high-performing teams and support a values-based, person-centred culture.
5. Strategic thinker with strong operational management capabilities including workforce planning, service delivery, and continuous improvement.
6. Experience overseeing residential admissions processes and optimising occupancy in line with business objectives.
7. Sound financial acumen with experience managing budgets, resources, and performance outcomes.
8. Excellent interpersonal, verbal and written communication skills, with the ability to influence across organisational levels and external partners.

9. Highly motivated self-starter that can work independently and as a proactive member of a team.
10. Demonstrated resilience and the ability to work under pressure, to prioritise work and to meet strict deadlines whilst producing work of a high standard first time every time.
11. Good computer skills in the use of Microsoft Office Suite and human resource information systems.
12. Current WA Drivers Licence.

Desirable Criteria

1. Qualification in Health, Aged Care, Nursing, Human Services, Business, or related discipline.
2. Understanding of contemporary models of residential aged care and innovation in care delivery.
3. Experience in strategic planning, change management, and workforce development across multi-site services.

Employment considerations

To be considered for a position at SwanCare applicants must be able to satisfy the following appointment prerequisites by providing:

1. Completion of 100-point identification check.
2. Production of a valid Police Clearance of no more than 12-months old.
3. Have the appropriate rights to work in Australia.

This position description may be amended from time to time by the company. This document reflects the major accountabilities and responsibilities of this position and is not designed to be prescriptive in nature. Personnel can therefore expect to undertake other reasonable duties in addition to those identified as requested by your supervisor.

All requirements in this document are in addition to those stated in your Employment Agreement and Letter of Offer.

CERTIFICATION

I confirm that I have read, and I understand the requirements as detailed in this document. I understand that by signing this document that I agree to perform my duties to the best of my ability, and I also agree to comply with all policies, procedures and work instructions. I further understand that by failing to adhere to my commitment, that it may result in my employment being reviewed.

Occupant Name: _____ **Signature:** _____ **Date:** _____