

Position Description and Selection Criteria

Senior Manager Home Care Services

<u>Location</u> Bentley Park	<u>Reporting To</u> Chief Operations Officer
<u>Direct Reports</u> Home Care Manager Allied Health Team	<u>Award / Agreement</u> Common Law Contract
<u>Normal Hours</u> Monday to Friday	

Position Objective

The Senior Manager Home Care is responsible for the strategic leadership, growth, and continuous improvement of SwanCare's community based care and allied health services. Reporting to the Chief Operations Officer, the role oversees the performance, compliance, and development of the Home Care and Allied Health teams, ensuring high-quality, person-centred care aligned with SwanCare's vision and aged care reform requirements.

This role leads business development initiatives, identifies opportunities for service expansion, and manages strategic relationships to strengthen SwanCare's position in a competitive market. The Senior Manager Home Care plays a key role in preparing the organisation for the Support at Home reforms, aligning operations, systems, and workforce capability with future needs.

With a focus on commercial sustainability, care innovation, and client outcomes, the role fosters collaboration across SwanCare's service streams while ensuring governance, accountability, and operational readiness across all areas of responsibility.

Responsibilities

1. STRATEGIC LEADERSHIP & REFORM READINESS

- 1.1 Lead the strategic direction and development of SwanCare's home care and allied health services in alignment with organisational goals and aged care reform.
- 1.2 Oversee preparation and organisational readiness for the Support at Home program, including system changes, workforce capability, and client transition planning.
- 1.3 Monitor sector trends, policy changes, and funding developments to inform strategic planning and service positioning.

2. BUSINESS DEVELOPMENT & COMMERCIAL GROWTH

- 2.1 Drive growth of SwanCare's home care and allied health services, including expansion of fee-for-service and private client offerings.
- 2.2 Identify and pursue opportunities for innovation, partnerships, and diversification of service streams.
- 2.3 Explore potential partnership, merger, or acquisition opportunities to support strategic growth and market expansion of home care and allied health services.
- 2.4 Monitor market trends and competitor activity to inform pricing, packaging, and service design.

3. GOVERNANCE, COMPLIANCE & RISK

- 3.1 Oversee regulatory compliance across home care and allied health, ensuring alignment with the Aged Care Quality Standards and other relevant legislation.
- 3.2 Monitor service performance through KPIs, audit outcomes, and risk reporting, and take action to address systemic issues.
- 3.3 Collaborate with the Quality Manager to ensure appropriate frameworks for clinical governance, complaints, and incident management are embedded and monitored.
4. **TEAM LEADERSHIP & OVERSIGHT**
 - 4.1 Provide leadership and direct support to the Home Care Manager, Allied Health team leads, and relevant operational staff.
 - 4.2 Support the development of workforce planning strategies to ensure adequate capability, coverage, and succession planning.
 - 4.3 Foster a positive and accountable leadership culture that promotes collaboration, performance, and professional development.
5. **ORGANISATIONAL INTEGRATION & COLLABORATION**
 - 5.1 Represent home care and allied health within the executive operations group and contribute to SwanCare's broader operational and strategic planning.
 - 5.2 Work collaboratively with Retirement Living, Residential Care, and Quality teams to support continuity of care and integrated service delivery.
 - 5.3 Develop strategies to build a strong internal client pipeline from SwanCare's independent living communities.
 - 5.4 Build and maintain productive relationships with key external stakeholders, including funders, partners, and regulatory agencies.
6. **REPORTING & EXECUTIVE SUPPORT**
 - 6.1 Provide high-level reports to the COO on service performance, growth opportunities, risk, and reform readiness.
 - 6.2 Prepare briefings, business cases, and funding submissions to support service development and innovation.
7. **ANY OTHER DUTIES**
 - 7.1 Actively participates in the maintenance of a safe work environment.
 - 7.2 Actively participates in quality improvement activities.
 - 7.3 Actively participates in regular supervision and other performance related reviews.
 - 7.4 Undertakes any other duties as requested / directed to meet operational needs.

Attitude, behaviour and conduct (ABC's)

Results focused

- Structure time, take responsibility for, and manage work to meet deadlines.
- Produce work of a consistently high standard.
- Be proactive.
- Demonstrate high levels of effort to achieve tasks.

Actively practices teamwork

- Work effectively as part of a team.
- Consider the needs, feelings, and accept the ideas of fellow team members.

Perseveres to complete tasks

- Maintain a positive "can do" attitude particularly when faced with challenging obstacles / issues.
- Be consistent and follow tasks through to completion.

Acts in an ethical manner

- Demonstrates appropriate conduct in a range of situations, ensuring alignment with the 'Code of Conduct' and other policies and procedures.

Committed to personal growth

- Demonstrates a commitment to personal growth.
- Keep up-to-date with developments in the relevant occupational field.

Selection Criteria – Senior Manager Home Care Services

Essential

1. Demonstrated success in leading service growth, business development, or commercial transformation in a community, health, disability, or human services setting.
2. Strong understanding of consumer-directed care models and funding frameworks (e.g. Home Care Packages, NDIS, Support at Home, or similar).
3. Proven ability to develop and implement strategic plans, including service expansion, partnership development, and market positioning.
4. Experience leading high-performing, multidisciplinary teams, with a focus on accountability, collaboration, and workforce capability.
5. Strong commercial and financial acumen, including budgeting, pricing, performance monitoring, and contract negotiation.
6. Demonstrated experience in managing operational risk, compliance obligations, and preparing for regulatory reform.
7. Excellent interpersonal and stakeholder engagement skills, with the ability to influence across organisational levels and external partners.
8. Well-developed analytical, reporting, and problem-solving skills, with the ability to translate insight into action.
9. High level of digital and systems literacy, including CRM/client management systems, business reporting tools, and Microsoft Office suite.
10. Excellent interpersonal, verbal and written communication skills including emotional intelligence and the ability to confidently represent organisational matters at the Fair Work Commission and / or within other jurisdictional boundaries.
11. Highly motivated self-starter that can work independently and as a proactive member of a team.
12. 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.
13. Good computer skills in the use of Microsoft Office Suite and human resource information systems.
14. Current WA Drivers Licence.

Desirable Criteria

1. Experience in managing services through major system or regulatory reform (e.g. aged care, disability, mental health).
2. Exposure to mergers, acquisitions, or strategic partnerships in a health or community services context.
3. Relevant tertiary qualifications in Business, Health, Human Services, or related fields.

Employment considerations

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

- Completion of 100-point identification check.
- Production of a valid Police Clearance of no more than 12-months old.
- 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: _____

