



POSITION DESCRIPTION

Home Care Services Manager

Division: Community

Reporting to: Chief Financial Officer

Employment: Up to 38 hours per week -
Flexible days and times

Remuneration Package Range: \$110k -
\$125k per annum inclusive of all benefits
and superannuation.

Primary Objectives

The Organisation:

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support for over 50 years. Our core services are to provide supports in-home, assistance with accessing the community, capacity building day programs and providing award winning accommodation for a short or long-term basis.

The Role:

The Home Care Services Manager is responsible for the effective coordination, delivery and growth of home care services in participants' homes.

The role oversees a range of home care services focusing on cleaning, meal preparation and meal services, ensuring services are delivered safely, consistently, professionally and in accordance with the individual needs of our participants.

The position will lead the development and expansion of these services, identifying opportunities to improve service quality, efficiency and participant outcomes while ensuring services are appropriately resourced and delivered within agreed timeframes and budgets.

A key focus of the role is the management of complex rostering requirements, ensuring the right staff are scheduled at the right time to meet participant needs and service commitments. The successful applicant will be highly organised, proactive and solutions-focused, with the ability to manage competing priorities and respond quickly and professionally when issues arise.



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	The role requires an individual who communicates exceptionally well, works collaboratively with participants, families, staff and management, and has the initiative and capability to make things happen.
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Key Selection Criteria	1. Workforce Coordination & Rostering Demonstrated experience managing complex rostering systems, staff availability, service changes, absences and competing workforce requirements to ensure reliable service delivery. 2. Organisation & Time Management Highly organised with strong attention to detail and the ability to manage multiple competing priorities, deadlines and operational demands in a face paced environment.. 3. Communication & Relationship Management. Excellent verbal and written communication skills, with the ability to build professional positive working relationships and communicate effectively with participants, families, staff, management and stakeholders. 4. Problem Solving, Initiative and Continuous Improvement Demonstrated ability to identify issues, take ownership, develop practical solutions and implement improvements to systems, process and service delivery. 5. Leadership & Team Coordination Demonstrated ability to lead, support and coordinate employees, work collaboratively within a team environment, and contribute to achieving service outcomes. 6. Service Quality & Participant Focus Demonstrated commitment to delivering reliable, responsive and high-quality home care services that respect participant needs, preferences, dignity, safety and wellbeing. 7. Service Development & Growth Ability to identify opportunities to enhance, expand and deliver services in response to participant needs and organisational priorities, including cleaning and meal services. 8. Technology, Professionalism, Adaptability & Resilience Demonstrated ability to utilise technology and systems effectively, adapt to changing operational requirements and
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	maintain a professional, solutions-focused approach in a growing service environment.
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Specific Accountabilities	Responsibilities Home Care Service Delivery • Manage the day-to-day delivery of home care services, including cleaning, meal preparation and meal services. • Ensure services are delivered to a high professional standard and meet the individual needs, preferences and expectations of participants and residents. • Ensure homes and living environments are maintained to appropriate standards of hygiene, cleanliness, safety and presentation. • Oversee the coordination of meal preparation and meal services in accordance with individual requirements, preferences, dietary needs and agreed service arrangements. • Monitor service quality and respond promptly to concerns, complaints, changes in participant needs or service delivery issues. • Ensure services are delivered consistently, reliably and within agreed timeframes. Rostering and Workforce Coordination • Identify and support technology solutions that improve rostering, communication, efficiency and service delivery. • Provide leadership, support and coordination to employees delivering home care services. • Review and manage complex staff rosters to ensure appropriate coverage across cleaning and meal services. • Match staff availability, skills and capabilities to minimise disruption to participants and services. • Manage changes to rosters, cancellations, staff absences and urgent service requirements in a timely and effective manner. • Maintain accurate rostering information and ensure staff are appropriately informed of changes. • Identify potential staffing issues early and implement practical solutions. • Work closely with the broader team to ensure home care services integrate effectively with direct care and support services.
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	Service Growth and Development • Support the growth and expansion of home care services across the organisation. • Identify opportunities to increase the range, capacity and quality of cleaning and meal services provided. • Develop and implement processes that support sustainable and efficient service delivery. • Contribute to the development of new services in response to participant needs and organisational priorities. • Monitor service demand, workforce capacity and operational requirements to support future growth. • Look for practical ways to improve systems, processes, productivity and participant experience. Communication and Relationship Management • Maintain excellent communication with participants, families, residents, staff, management and other stakeholders. • Build positive and professional relationships based on trust, respect and responsiveness. • Communicate changes, issues and service requirements clearly and in a timely manner. • Act as a key point of contact for home care service matters and ensure concerns are followed through to resolution. • Work collaboratively as part of the broader management and operational team. Issue Resolution and Service Management • Take ownership of issues and ensure they are addressed promptly and professionally. • Investigate and resolve service delivery concerns, staffing issues and operational problems. • Escalate matters appropriately while maintaining responsibility for following issues through to resolution. • Remain calm, organised and solutions-focused when managing competing priorities or unexpected challenges. • Ensure agreed actions are completed within required timeframes. Administration, Compliance and Quality • Maintain accurate records relating to service delivery, rosters, staffing and participant requirements.
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- Ensure services are delivered in accordance with organisational policies, procedures and relevant quality and safety requirements.
- Monitor service performance and identify opportunities for continuous improvement.
- Provide regular updates to management regarding service delivery, workforce requirements, challenges, opportunities and growth.
- Ensure documentation and communication systems are maintained accurately and efficiently.

Key Skills and Attributes

The successful applicant will demonstrate the skills, knowledge, experience and personal attributes outlined in the Key Selection Criteria. In addition, they will be professional, approachable and able to build positive working relationships with participants, families, employees and stakeholders. They will demonstrate sound judgement, initiative, strong planning and coordination skills, and the ability to work independently while maintaining a focus on high-quality service delivery and positive participant outcomes.

Success in the Role

Success in this role will be demonstrated through:

- Reliable, well-coordinated and high-quality home care services.
- Effective and efficient management of complex rosters.
- Strong communication and positive relationships across the organisation.
- Issues being identified, actioned and resolved promptly.
- Participants and residents receiving consistent, responsive and professional services.
- Effective integration of cleaning and meal services with broader care and support services.
- Development and expansion of home care services in line with organisational goals.
- Continuous improvement in systems, processes and service delivery.
- A well-organised service that is able to grow sustainably while maintaining quality.

Core Focus of the Position

- Coordinate. Communicate. Solve. Improve. Grow.



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	The Home Care Services Manager will play a key role in building a reliable, professional and responsive home care service that supports participants to live in clean, safe and well-maintained homes and have access to appropriate meal services, while creating the systems, workforce and processes required to support the continued growth of these services.
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Conditions of Employment	<u>Qualification/Experience</u> The position requires: • Demonstrated ability to use technology and business systems to improve efficiency, communication, rostering and service delivery. • Qualifications in management and/or business; • Experience in community services or customer services. <u>Employment Conditions</u> The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures. • Employment safety screening is conducted prior to commencement of employment and is updated on an annual basis. • Probationary Period - The first three (3) months of your employment is a probationary period. A Qualifying Period of six (6) months applies to your employment. After the 3-month probationary period is completed, one week's notice is required by either party upon termination in the final 3 months of the qualifying period. • Victorian Working with Children Check – All appointments are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources. • NDIS Worker Screening Clearance (if engaging in a Risk Assessed Role) – NDIS Worker Screening clearance includes Police Record Check, • Police Record Check – ONLY if NDIS Worker Screening Check is not needed for the role.
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- **Disqualified Carer Checks - Victoria Carer Register** (ONLY for staff who are supporting Children UNDER 18 YEARS funded through DFFH – Victoria),
- **Current Driver's License,**
- **Two (2) Professional References,**
- **First Aid Certificate,**
- **Occupational Health & Safety** – To adhere to SRS OH&S policies, procedures and guidelines at all times.
- **Smoke free environment** – All SRS sites/properties are a smoke free environment. If you smoke you must organise unpaid breaks and adhere to the SRS policy.
- **Qualifications** - The successful applicant will be required to substantiate formal qualifications.
- **Remuneration** - is according to an Individual Contract with Salary Packaging included.
- **Training** - All employees are required to undertake training as deemed by Managers that is appropriate to their position, responsibilities and needs,
- **Fundraising** – Fundraising is an integral function at SRS. All staff are required to assist and be actively involved in volunteer events and functions and lead by example at all times,
- **Hours and Place of Employment** - Making appointments with participants and their representatives to suit their individual needs will require flexibility in working hours and locations. It is recommended that meetings are conducted at a location agreed by both parties. Hours include office based administration hours and direct contact hours in the field providing supervision, mentoring and training plus meeting and greeting families and the people we support.