



POSITION DESCRIPTION

REPORTS TO	Community Care Regional Manager	CLASSIFICATION & HOURS	Level 8.1 Full-Time
DIVISION	Community Care	LOCATION	Katherine Regional Support Centre

JOB PURPOSE

The Community Care Manager is responsible for leading and supporting the delivery of aged care and disability services across the VDRC region, including NATSIFAC, Support at Home (SAH), CHSP, IEI and NDIS programs. Reporting to the Community Care Regional Manager, the role provides operational, workforce, compliance and service delivery oversight to ensure high-quality, culturally appropriate, client-centred services are delivered in accordance with funding requirements, relevant legislation, Council policies and strategic objectives.

DUTIES AND RESPONSIBILITIES

Leadership & Workforce Management

- Lead, develop and manage a high-performing multidisciplinary workforce.
- Oversee recruitment, performance management, succession planning and professional development initiatives.
- Foster a culture of accountability, collaboration, continuous improvement and workplace safety.
- Ensure staff rosters, timesheets and workforce resources are effectively managed.

Program & Service Delivery

- Manage the delivery of CHSP, NATSIFACP, SAH, IEI and NDIS services across the Council region.
- Ensure services are client-focused, culturally appropriate and meet community needs.
- Coordinate service agreements, care planning, client reviews and stakeholder engagement activities.
- Promote service growth and identify opportunities for program expansion and additional funding.
- Collaborate with the community care team and community care aboriginal Engagement officer in delivering regular client engagement activities.

Governance, Compliance & Quality

- Ensure compliance with Aged Care Quality Standards, NDIS Practice Standards, funding agreements and relevant legislation.
- Oversee audits, quality reviews, continuous improvement activities and risk management processes.
- Manage complaints and incident reporting systems and implement corrective actions where required.
- Maintain accurate client records and reporting systems to support regulatory and funding requirements.

Financial & Operational Management

- Monitor program budgets, expenditure, revenue and financial sustainability.
- Review and approve operational, financial and performance reports.
- Ensure service delivery, claims, DEX reporting and funding acquittals are accurate and submitted on time.
- Support strategic planning, business development and operational efficiency initiatives.

Stakeholder Engagement

- Develop and maintain effective relationships with clients, families, communities, government agencies and funding bodies.
- Represent Council in relevant forums and advocate for positive outcomes for older persons and people with disability.
- Provide reports and strategic advice to the Community Care Regional Manager, Executive Leadership Team and Council as required.

KEY PERFORMANCE INDICATORS

KPI Area	Measure	Reviews
Workforce Leadership	Staff retention ≥75%, performance reviews completed annually, workforce vacancies maintained within target	Every 3 months
Client Satisfaction	≥80% satisfaction through quarterly client surveys	Quarterly
Compliance & Quality	Successful audits, no major non-compliance findings, corrective actions completed on time	Every 3 months
Financial Performance	Programs operate within approved budget and all funding reports submitted by due dates	Every 3 months
Operational Management	Service delivery targets achieved and reporting completed accurately and on time	Quarterly
Stakeholder & Business Development	Active participation in key forums and identification of funding/service growth opportunities	Quarterly

Selection Criteria

EDUCATION REQUIREMENTS

1. Tertiary qualifications in Aged Care / Disability, Finance, Management or similar (essential)
2. NDIS Workers Orientation Module (essential)
3. A current First Aid certificate or willing to obtain.

EXPERIENCE & KNOWLEDGE REQUIREMENTS

Essential

- Relevant tertiary qualification in Aged Care, Disability, Community Services, Management or related discipline.
- Demonstrated senior leadership experience in aged care, disability or community services.
- Strong knowledge of Aged Care Quality Standards, NDIS Practice Standards and funding requirements.
- Experience in financial management, workforce leadership and service delivery.
- Excellent communication, stakeholder engagement and problem-solving skills.
- Experience working with Aboriginal and Torres Strait Islander communities.

OTHER REQUIREMENTS

1. Criminal History Check (recent within 3 months)
2. A current Ochre Card.
3. NDIS Worker Clearance
4. Must hold a current Driver's License.

ACKNOWLEDGEMENT

DIRECTOR:  DATE APPROVED: 26/08/2026

CHIEF EXECUTIVE OFFICER: Jennifer Marston DATE APPROVED: 26/08/2026

