



## POSITION DESCRIPTION

|                   |                             |                                   |                           |
|-------------------|-----------------------------|-----------------------------------|---------------------------|
| <b>REPORTS TO</b> | Director Community Services | <b>CLASSIFICATION &amp; HOURS</b> | 10.1                      |
| <b>DIVISION</b>   | Community Services          | <b>LOCATION</b>                   | Katherine Regional Office |

## JOB PURPOSE

The Community Care Regional Manager provides strategic and operational leadership for Council's Community Care programs, including the Commonwealth Home Support Programme (CHSP), National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC), Support at Home (SAH), and National Disability Insurance Scheme (NDIS). The position is responsible for ensuring the effective, compliant and sustainable delivery of aged care and disability services that meet the needs of clients and communities across the Victoria Daly region.

Working closely with the Director Community Services, the role leads service improvement, workforce capability, compliance, quality assurance and operational performance to support positive client outcomes and organisational objectives.

## KEY DUTIES & RESPONSIBILITIES

### 1. Community Care Service Delivery, Quality & Compliance

- Lead the delivery of Community Care programs including CHSP, NATSIFAC, Support at Home and NDIS services across all regions.
- Ensure services are culturally safe, person-centred and compliant with legislative, funding, accreditation and quality requirements.
- Maintain operational readiness for audits, reviews and regulatory compliance obligations.

### 2. Strategic Leadership & Service Development

- Lead strategic planning and continuous improvement initiatives that enhance service quality, sustainability and client outcomes.
- Identify opportunities for service growth, innovation, partnerships and funding.
- Support implementation of organisational reforms and sector changes impacting Community Care services.

### 3. Financial & Contract Management

- Manage the financial performance of Community Care programs, including budgets, forecasting, funding compliance and acquittals.
- Monitor service performance and funding outcomes to ensure effective and sustainable service delivery.
- Provide strategic advice and reporting to support organisational decision-making.

### 4. Leadership & Workforce Development

- Lead and develop a high-performing regional workforce through effective supervision, coaching, performance management and workforce planning.
- Promote capability development, succession planning and culturally safe workplace practices.
- Foster a culture of accountability, collaboration and continuous improvement.

### 5. Stakeholder Engagement, Governance & Risk

- Build strong relationships with communities, funding bodies, service providers and key stakeholders.

- Monitor and manage organisational risks, incidents, quality systems and governance requirements relevant to Community Care services.
- Prepare reports and represent Council in meetings, forums and partnerships as required.

### SELECTION CRITERIA

- Tertiary qualifications in Aged Care, Disability, Business, Finance, or Management, or equivalent relevant experience.

### EXPERIENCE AND KNOWLEDGE REQUIREMENTS

1. Relevant tertiary qualification in Aged Care, Disability, Health, Business, Management or a related discipline, or equivalent experience.
2. Demonstrated experience managing Aged Care, Disability or Community Services programs within a regulated environment.
3. Strong knowledge of Aged Care, NDIS, funding, quality and compliance frameworks.
4. Demonstrated leadership experience, including workforce management, performance development and change management.
5. Proven financial management, reporting and contract management skills.
6. Highly developed communication, stakeholder engagement and relationship management skills, including experience working with Aboriginal communities and remote service delivery environments.

### OTHER REQUIREMENTS

- *Current C Class Driver's Licence.*
- *National Criminal History Check.*
- *Working with Children Clearance (Ochre Card).*
- *NDIS Workers Orientation Module (essential).*
- *Current First Aid Certificate or willingness to obtain.*
- *Ability to undertake travel to remote communities.*

### ACKNOWLEDGEMENT

DIRECTOR: 

DATE APPROVED: 07/09/2026

CHIEF EXECUTIVE OFFICER: *Jennifer Marston*

DATE APPROVED: 07/09/2026