

Position Title	Manager, Support at Home
Position Number	P5385
Type of Employment	Full Time
EFT	1 EFT
Status	Ongoing
Division	Community Care Division
Unit and Team	Support at Home
Enterprise Agreement and Classification	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2022-2026 Grade6
Reports To	Executive Director-Community Care
Primary Location All staff are required to travel between sites	Macedon Street, Sunbury

Omnia Community Health

From 1 January 2026, Sunbury and Cobaw Community Health and Nexus Primary Health will merge to form a new, unified not-for-profit community health organisation. Omnia Community Health.

This decision follows an extensive exploration process that confirmed the merger will improve access to safe, high-quality, and sustainable health and community services across the Hume, Macedon Ranges, Mitchell, Murrindindi and Strathbogie local government areas.

The new organisation will bring together the deep community connections, shared values and specialist expertise of both entities. Services will span general practice, allied health, disability support, mental health, early childhood, family services, aged care and community wellbeing, delivered from sites in Broadford, Kinglake, Kyneton, Romsey, Seymour, Sunbury and Wallan, with additional outreach into surrounding communities.

As a community health organisation grounded in the social model of health, our multidisciplinary teams recognise the impact of social, economic, cultural and political factors on health and wellbeing. We work in partnership with individuals, families and communities to deliver person-centred, inclusive and culturally safe care.

All employees contribute to our shared purpose by:

- Supporting community and individual health through health promotion, prevention, early intervention and place-based consultation
- Delivering care and services that reflect the diverse lived experiences of our clients
- Collaborating across teams to drive innovation, equity and continuous improvement
- Embodying the values of respect, inclusion, accountability and partnership

We are an equal opportunity employer and a health-promoting workplace, committed to building a diverse workforce and inclusive culture. We welcome applications from people of all cultural backgrounds, Aboriginal and Torres Strait Islander peoples, people with disabilities, those from the LGBTIQ+ community, and other underrepresented groups.

We are committed to the safety and wellbeing of children and vulnerable people and uphold a shared responsibility in the prevention of and response to family violence. All employees are required to meet relevant compliance and screening obligations as part of their employment.

Division, Unit and Team

This position sits within the Community Care Division, which is responsible for delivering high-quality, client-centred services across the life continuum. This includes Early Childhood Education and Care, Disability Services, Aged Care Services and in Home Care Services.

The **Support at Home Unit** focuses on enabling older people to live independently at home for longer.

The team coordinates access to services, equipment and home modifications to help older people remain healthy, active and socially connected to their communities.

The Support at Home Manager will lead a team of passionate professionals that may include Care Partners, Service Coordinators, and support staff. The team works collaboratively to deliver integrated care aligned to the social model of health, ensuring clients receive the right support at the right time, in the right setting. The team operates across multiple sites and outreach locations, and partners closely with other services, agencies and community groups to achieve shared outcomes for the people we serve.

Position Overview

The Manager, Support at Home will be responsible for the overall leadership, service delivery operations and performance of the Support at Home team. The role is responsible for maintaining the excellent reputation and quality of the Service (formally Home Care Packages), driving growth and expansion of the service into new regions. Leveraging comprehensive relationship building skills and networks, the Manager will provide important linkages into services across marginalised groups. With significant growth expected in the aged care sector, a strong focus for the manager will be to develop and drive a business strategy that grows the Support at Home program alongside organisational goals.

Positions reporting to this role:

- Team Leader-Support at Home.

Duties and Responsibilities

Managers possess specific knowledge in and work in an area of their profession requiring high levels of specialist knowledge. Managers provide managerial and clinical (where required) supervision for staff that can be across several different geographic locations or service types, budgets, human resources, health and safety within their unit and quality assurance work including the development and design of policies and procedures.

- Ability to lead people throughout the employee lifecycle by engaging and supporting employee in performance management processes, facilitates regular supervision with employees and mentors new staff and students (if applicable)
- Modelling our values and promoting a positive workplace culture
- Fostering a culture of employee involvement, innovation, development, recognition and celebrating successes
- Program based management, including the responsibility for program based operational budgets, human resources, health and safety management of staff, (clinical or operational) and service outcomes in the program, provision of professional leadership and guidance of staff
- Allocate (rostering) and control staff and resource to ensure activities of the work are carried out efficiently and effectively, and

Staff Leadership and Management, including;

- Recruitment
- Supervision and performance management
- Lead, mentor, coach and support team leaders and develop leadership capabilities across the unit in a manner consistent with the organisation purpose and values.

Budget responsibility, including;

- Working with the executive to ensure that all budgets are set, implemented, managed effectively and achieved
- Approving expenditure within budget and delegation limits
- Identifying opportunities for income generation and cost savings

Program and performance management, including;

- Ensuring that all operational performance indicators are set, understood, implemented and achieved
- Responding to sector changes and new opportunities to build service delivery options for local communities
- Working strategically with the Executive and peers to improve client and organisational outcomes through service development and growth
- Actively engage with the Leadership team to ensure integration of service delivery across programs
- Undertake cyclic program planning, design and evaluation
- Working with Team Leaders to actively manage waitlist and demand for services
- Addressing client feedback and complaints
- Development, documentation and review of Service Unit specific policies and procedures

Quality, risk & safety, including;

- Ensure appropriate operational and clinical governance systems have been developed and are used by staff for the safe, effective and efficient delivery of services.
- Manage accreditation requirements across program areas
- Ensure program audits are being undertaken and reviewed to improve the quality of services Monitoring of VHIMS reports and actions

Other, including;

- Cultivate productive working relationships with both external and internal stakeholders, funding bodies and networks
- Take a leadership role within the organisation in relation to evidence-based practice regarding working with marginalised and vulnerable communities
- Work with the Building Healthy Communities Unit to develop and support service promotion and marketing
- Other duties as directed by supervisor

The scope of practice is:

Target Population	Staff, internal and external stakeholders and clients.
Service Delivery Model	Leadership, staff engagement, partnership development
Service Location	Example: Centre based with some requirement to attend external meeting

Key Selection Criteria

Essential

1. Demonstrated understanding of and commitment to delivering services that are person-centred, inclusive and responsive to the diverse needs, backgrounds and lived experiences of clients, including Aboriginal and Torres Strait Islander peoples, people with disabilities, LGBTIQ+ communities, and culturally and linguistically diverse populations.
2. Understanding of person-directed practice and service navigation in the context of complex care systems such as aged care reform (Support at Home), with a commitment to choice, control and dignity
3. Proven ability to lead and grow service delivery programs in aged care, community services, or similar sectors. Experience in building strong, capable teams that deliver services that are both high-quality and scalable.
4. In-depth knowledge of Support at Home guidelines and Aged Care Standards with a track record of keeping services compliant and aligned with best practice. Demonstrated confidence interpreting policy and applying it in a way that makes sense for clients and staff.

Desirable

1. Advanced written and verbal communication skills, with experience preparing reports for exec and boards. Ability to translate complex information into clear, actionable insights.
2. Demonstrated experience working in a not for profit or Community Health setting with an understanding of the sectors values, challenges and opportunities.

Qualifications and Registration

- Appropriate tertiary qualifications or extensive relevant experience.
- Most hold current National Criminal History Check (NCHC), NDIS Worker Screening check and valid Working with Children Check (WWCC)
- Must hold current Victorian Driver's Licence.

Developed by/Date: People & Culture / July 2025	Approved by: Executive Director People and Corporate
Scheduled Review: July 2026	Version No. 2.3

Acknowledgement

I hereby accept and agree to the duties in this Temporary Role Profile. I understand that this Role Profile is to be read in conjunction with my Letter of Appointment and agree to abide by the terms and conditions stipulated therein.

This Role Profile has been developed as an interim document to support the organisational change process associated with the merger of Sunbury Cobaw Community Health and Nexus Primary Health. A final Position Description will be provided following the completion of the merger.

Name	Please print
Signature	Incumbent
Date	