



Position Description

Position Title	Assistant Program Lead - Banksia Carrum Downs
Portfolio	Aged Care
Area	Community Aged Care
Reports To	Program Lead - Banksia Carrum Downs

Organisation Purpose

Our vision at the Brotherhood of St. Laurence (BSL) is an Australia free of poverty. Our purpose is to advance a fairer Australia through our leadership on policy reform, our partnerships with communities, and the quality of our services.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, industry and communities to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our services that support financial wellbeing. We research the causes and effects of poverty and connect research, practice and policy to advocate national, state and local policy responses to poverty.

BSL values diversity and inclusion with regard to our staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all people to be supported, respected, safe and empowered.

Portfolio Purpose

Aged Care – The Aged Care Division provides residential aged care services, independent living accommodation for people on low incomes, in home care, and day and respite services for older individuals on a low income and at risk of homelessness

Community Care - The Community Care department provides independent living accommodation for people on low income and at risk of homelessness, and delivers in home care, day and overnight respite, and social support

Approved: Senior Manager - Community Care, June 2026

Page 1 of 4

Position Purpose

The Assistant Program Lead will support and assist the Program Lead with the overall running of the Banksia Carrum Downs centre and contribute to the various programs. The role contributes to positive team culture, efficient workforce planning, and continuous improvement to ensure services meet organisational and regulatory requirements.

Key Responsibilities

- Support the implementation of a consumer-driven approach to program delivery, ensuring services respond to the evolving needs of participants and stakeholders
- Assist in ensuring service delivery remains flexible, promoting person-centred care, capacity building, and restorative care practices
- Contribute to embedding evidence-based practice across service delivery, supporting a dementia-friendly environment and the Wellness & Reablement approach
- Support the coordination of services for participants with complex care needs, ensuring appropriate care planning and service delivery
- Maintain accurate and up-to-date participant records within the client management system in line with organisational and compliance requirements
- Assist in maintaining records, reporting, and documentation to meet business, funding, and audit requirements
- Provide day-to-day guidance, and support to staff, supporting a positive team culture and high-performance environment
- Support staff onboarding, training, and development, contributing to ongoing capability building and performance improvement
- Work collaboratively with the Business Support Assistant and Service Coordination Team to support effective rostering and workforce allocation aligned to service needs
- Assist in workforce planning activities, including supporting recruitment processes for appropriately qualified staff
- Support the monitoring of program resources and budgets, ensuring efficient and responsible use of available funding
- Contribute to a culture of continuous improvement, supporting compliance with State and Federal contractual, regulatory, and legislative requirements
- Participate in networking and stakeholder engagement activities to support program visibility and growth within the Aged Care sector
- Contribute to the implementation of operational and business plans, supporting program objectives and service outcomes

- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities
- In collaboration with manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures
- This position will require direct/indirect contact with children and/or vulnerable individuals
- Other duties as required

Scope of Responsibility

Direct Reports:

- Nil

Indirect Reports:

- Nil

Key Selection Criteria

Career Experience:

- Demonstrated understanding of evidence-based practice in supporting disadvantaged people, including those living with dementia
- Experience supporting, guiding, or mentoring staff within a team environment to achieve service and organisational objectives
- Experience working within community care or a similar health or human services setting, with exposure to service delivery operations
- Experience supporting financial processes such as budget monitoring, resource allocation, or cost awareness in a program or team environment
- Well-developed communication and interpersonal skills, with the ability to build relationships, influence positively, and support conflict resolution
- Demonstrated organisational and time management skills, with the ability to prioritise tasks, contribute to work planning, and meet deadlines

Personal Qualities:

- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/Other:

- Relevant qualifications in a related field such as community development, allied health or other relevant discipline

Mandatory Employment Criteria

- Specific work requirements include
- Proof of eligibility to work in Australia is required
- A Statutory Declaration to confirm past criminal history is required as per the Aged Care Act - BSL will support successful candidates in this process
- A satisfactory Police Check is required. BSL will support successful candidates in this process
- A Working with Children Check is required for this position. BSL will support successful candidates in this process
- A NDIS Worker Screening check is required. BSL will support successful candidates in this process
- Aged Care Banning Orders Register checks shall be undertaken

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.