

POSITION DESCRIPTION

Head of Aged Care

Program:	Services
Reports to:	Director of Services
Supervises:	Manager- Local (Home support) Manager- Community (Residential) Coordinator- Community Visitor Scheme
Date of Last Review:	July 2026
Classification:	Social and Community Services Employee Level 8 Sacred Heart Mission Enterprise Agreement 2023 or subsequent Agreements
Long Service Leave	<i>Long Service Leave Act 2018 (Vic)</i> or its successor This role has been deemed eligible to participate in Scheme

PROGRAM INFORMATION

Sacred Heart Mission (SHM) is delivering Strategy 2030, an ambitious agenda focused on serving more people and more communities by expanding into areas where we can genuinely respond to need. SHM Services address chronic homelessness through tailored, person-centred supports, including accommodation, case management, supported housing, aged care, and specialised health and wellbeing programs. Guided by evidence-based practice, trauma-informed approaches and cultural safety, we support people to achieve stability, wellbeing and social inclusion.

The Services Directorate plays a critical role in delivering SHM's strategic priorities through high-quality service delivery, continuous improvement, innovation and sustainable growth. Working collaboratively across SHM, Services leaders strengthen organisational capability, build strategic partnerships and ensure services remain responsive to evolving community need, sector reform and opportunities for growth and impact.

PURPOSE OF THE POSITION

The Head of Aged Care (HoAC) is a member of the Services Leadership Team and Senior Leadership Group. The role provides strategic and operational leadership of SHM's aged care portfolio, including specialist residential aged care, Commonwealth-funded home care services (Support at Home and CHSP) and the Community Visitors Scheme. SHM aged care services support older people experiencing homelessness, disadvantage, trauma and complex health needs.

The HoAC is accountable for delivering safe, high-quality, person-centred care that is financially sustainable, operationally effective and remains aligned with SHM's values, strategic priorities and legislative obligations.

This senior leadership role works collaboratively across SHM to strengthen organisational capability, identify current and future strategic growth opportunities to expand SHM's impact, and ultimately advance SHM's leadership in specialist aged care. A key priority for the role is ensuring SHM's aged care portfolio remains responsive to changing community need, sector reform and future strategic growth opportunities.

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KEY RESPONSIBILITIES

Strategic Leadership, Governance and Performance	• Provide strategic leadership to ensure SHM's integrated aged care services deliver high-quality, sustainable and person-centred care aligned with SHM's values, strategic priorities and long-term goals. • Lead Drive performance across residential and community aged care services, ensuring they remain responsive to community need, aged care reform and organisational priorities. • Drive Embed a culture of accountability, innovation and continuous improvement, using data, evidence and insights to inform strategic decision-making and improve outcomes. • Provide strategic advice and assurance to the Director of Services, Executive and Board on portfolio performance, emerging risks, opportunities and future directions. • Identify and progress strategic opportunities to strengthen service delivery, improve sustainability and expand SHM's impact. • Champion person-centred, trauma-informed and culturally safe practice, ensuring the voices of residents, participants and families shape service delivery and continuous improvement.
Values-based Leadership and Culture	• Foster an inclusive, values-led culture where people feel heard, respected and empowered to deliver person-centred, trauma-informed and culturally safe services. • Build a culture of openness, collaboration and learning, where diverse perspectives are welcomed and innovation is encouraged. • Promote wellbeing, psychological safety and resilience, recognising the emotional demands of caring for older people with complex needs. • Lead and develop a high-performing leadership team, fostering shared accountability, trust and continuous improvement. • Build organisational capability through leadership development, workforce planning, succession planning and the development of managers and emerging leaders. • Lead organisational change with authenticity and clarity, supporting leaders and teams to navigate complexity, embed reform and deliver sustainable improvements. • Model SHM's values and behaviours, strengthening collaboration and connection across teams and directorates.
Clinical Governance, Quality and Safety	• Ensure delivery of safe, high-quality, evidence-informed and person-centred care across aged care portfolio that aligns with regulatory standards and SHM's trauma-informed, rights-based and culturally safe approach. • Ensure effective clinical governance and risk management practices are embedded across aged care services, promoting safety, accountability and continuous improvement.

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	• Partner with the Quality team to strengthen governance, quality improvement and regulatory compliance across aged care. • Ensure robust systems are in place to monitor, evaluate and improve clinical quality and safety, using data, evidence and consumer feedback to inform decision-making and service improvement. • Ensure aged care services are prepared for regulatory reviews, accreditation and audit activities, responding effectively to findings and improvement actions. • Provide assurance to the Executive, Quality Service and Governance Committee on quality, safety, clinical governance and regulatory performance across the portfolio.
Strategic Growth and Partnerships	• Lead the strategic development of SHM's aged care portfolio, ensuring services remain responsive to community need, sector reform and organisational priorities. • Identify and progress opportunities to strengthen, innovate and expand SHM's aged care services, supporting sustainable growth and increased impact. • Build and maintain strategic relationships across government, health, aged care, housing and community sectors to strengthen service integration, influence outcomes and create opportunities for collaboration. • Represent SHM in key sector forums, partnerships and networks, contributing to policy discussions, reform initiatives and the advancement of specialist aged care practice. • Monitor policy, funding and sector trends to inform strategic planning and position SHM to respond proactively to emerging opportunities and risks. • Contribute to SHM's advocacy agenda by elevating issues affecting older people experiencing homelessness, disadvantage and social exclusion, and promoting the value and impact of SHM's specialist aged care services.
Financial Performance and Sustainability	• Provide strategic oversight of the financial performance and sustainability of the aged care portfolio to ensure: ○ resources are aligned to deliver high-quality, person-centred services; ○ services are well positioned to respond to funding reform, changing service models and future opportunities. • Evaluate and evolve service and operating models to improve sustainability, performance and impact in response to changing community need, sector reform and emerging opportunities. • Lead financial planning, budgeting and forecasting to support sustainable service delivery, informed decision-making and organisational priorities.

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	• Monitor and optimise key performance drivers, including occupancy, AN-ACC classifications, care minutes, workforce utilisation and funding streams. • Partner with Finance and operational leaders to identify opportunities, manage financial risk and strengthen the long-term sustainability of the portfolio. • Foster financial accountability and commercial acumen across the leadership team, strengthening understanding of the relationship between quality, performance and sustainability.
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MANDATORY REQUIREMENTS

- Eligibility to Work in Australia.
- A current Working with Children check.
- Valid driver's license to drive in Australia.

This role is designated as Key Personnel for NDIS and Aged Care and requires probity checks which includes:

- Current NDIS Worker Screening Check
- National Police Check (required annually)
- 100 points of valid ID
- Completed Part 2 of Key Suitability Matters Assessment form (required annually)
- Completed "Statutory-declaration-form Aged Care All"
- Completed "Statutory-declaration-form Indictable Offences Foreign Residence Citizen" (if resided overseas)

KEY SELECTION CRITERIA

Qualifications

Relevant tertiary qualifications in community services, business and/or related field.

Skills and Experience

- Proven senior leadership experience in aged care (residential and/or community), including responsibility for strategic planning, service performance, financial sustainability and growth in complex service environments.
- Strong understanding of clinical governance, aged care quality systems and the regulatory environment, with demonstrated experience leading services through reform, accreditation and regulatory change.
- Demonstrated experience leading cultural transformation, organisational improvement and high-performing teams within complex care environments.
- Demonstrated financial and commercial acumen, including oversight of service budgets, funding streams, occupancy, care minutes and performance drivers, with a focus on sustainability and client outcomes.
- Experience leading high-quality, person-centred and trauma-informed services for older people with complex needs, including those experiencing disadvantage, disability or homelessness.

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- Strong analytical and problem-solving skills, including the ability to interpret operational, quality and financial data to inform decision-making and provide governance and Board-level assurance.
- Demonstrated ability to build strategic partnerships and identify opportunities for service development, innovation and growth.

ATTRIBUTES

- Authentic and values-driven - a leader who inspires, develops and empowers others to achieve their potential.
- Strong strategic and systems thinker, with the ability to balance long-term priorities with operational realities.
- Sound judgement, resilience and adaptability, maintaining composure and perspective while leading effectively through complexity, ambiguity, change and high-pressure situations.
- Highly collaborative and influential, with the ability to build trusted relationships and achieve outcomes across diverse stakeholder groups.
- Curious and improvement-focused, with a commitment to learning, innovation and evidence-informed decision making.
- Committed to equity, inclusion and person-centred practice, with a strong appreciation of the experiences of people facing homelessness, disadvantage and social exclusion.

VISION, PURPOSE AND VALUES

Our **vision** is of an inclusive and fair society where people can live a fulfilling life.

Our **purpose** is to end homelessness, deep disadvantage and social exclusion by building people's capacity and promoting fairer and more inclusive communities and service systems.

Our **Values** are:

Welcome

- We value people as they are and treat everyone with respect.
- We greet others with a smile and introduce ourselves.
- We show genuine interest in other people.

Community

- We give everyone an opportunity to share their ideas, opinions and feedback and we listen to what people say.
- We support each other to succeed and join up for the common good.
- We actively participate in the life of Sacred Heart Mission.

Kindness

- We make time to understand and support people's individual needs.
- We communicate with each other in a positive, helpful and compassionate manner.
- We listen deeply and never assume that we know what is best for others.

Integrity

- We make decisions that are true to our vision and purpose.
- We are honest in what we say and do.
- We keep our promises and fulfill the tasks we are expected to do.

Courage

- We look for new ways to solve problems and improve how we work.
- We speak up when things are not right to achieve better outcomes.
- We take responsibility for our actions and accept when we are wrong.

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