

## POSITION DESCRIPTION

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| <b>Position Title:</b> | Regional Manager - Home Support                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| <b>Reports to:</b>     | General Manager - Home Support                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| <b>Supervising:</b>    | Senior Care Partners<br>Care Partners (where directed)<br>Support Partners (where directed)                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>Liaises with:</b>   | Wintringham staff and management, participants and their representatives, external aged, health and community providers and networks, My Aged Care, Aged Care Quality and Safeguards Commission                                                                                                                                                                                                                                                                                        |
| <b>Location:</b>       | <b>South Eastern Office</b><br>77-79 Malcolm Rd, Braeside Vic 3195<br><br><b>North Western Office</b><br>136 Mt Alexander Road, Flemington Vic 3031<br><br>Home Support staff located at:<br><br><b>Barwon Office</b><br>35/3 Cranwell Court, Highton Vic 3216<br><br><b>Grampians Office</b><br>606 Sturt Street, Ballarat Vic 3350<br><br><b>Bendigo Office</b><br>56 Mackenzie Street West, Golden Square Vic 3555<br><br><b>Hume Office</b><br>48 Maude Street Shepparton Vic 3630 |
| <b>Classification:</b> | Wintringham Collective Agreement 2024<br>Schedule G – Management and Corporate Services Staff                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>Hours:</b>          | Full Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |

### About Wintringham

Wintringham provides affordable and high quality housing, support, aged care and NDIS services to people over 50 years old, who are homeless or at risk of becoming homeless.

Wintringham uses an empowerment-based care model, partnering with participants and residents to reach shared goals. Wintringham is an advocate for financially and socially disadvantaged older people, respecting their individuality, whilst working to achieve equality and social justice.

The Home Support portfolio include participants on Home Support Packages and services are provided across Metropolitan Melbourne and Regional Victoria.

## **Position Summary**

The Regional Manager - Home Support is responsible for leading the delivery, performance and sustainability of Home Support services within an allocated region, ensuring services are responsive, financially viable and aligned with organisational values, strategic priorities and regulatory requirements.

This role will oversee both metropolitan and regional offices as directed and the expectation is regular support and travel to all offices is required and will be negotiated with the General Manager - Home Support.

As a member of the Home Support leadership team, the role provides leadership and oversight across service delivery, workforce management, quality, compliance, financial performance and stakeholder engagement. The Regional Manager works collaboratively with internal and external stakeholders to ensure participants receive safe, high-quality and person-centred services that support independence, dignity and wellbeing.

The role fosters a culture of accountability, continuous improvement, open disclosure and social justice, while building strong partnerships that enhance service outcomes for older people who have experienced or are at risk of homelessness. The role ensures ongoing adherence to Wintringham's Clinical Governance Framework and Risk Management processes with ongoing reporting on these areas being communicated to the General Manager - Home Support.

## **Responsibilities/Duties**

- Lead the delivery, performance and sustainability of Home Support services within the allocated region, ensuring services are responsive, participant-centred and aligned with organisational objectives, values and funding requirements.
- Build, lead and develop high-performing teams through effective supervision, workforce planning, coaching, performance management and capability development.
- Manage regional operational and financial performance, ensuring adherence to budgets, achievement of service targets, program viability and performance against key performance indicators.
- Monitor service utilisation, participant allocations and operational performance to support efficient service delivery, financial sustainability and positive participant outcomes.
- Ensure compliance with legislative, contractual, funding and quality requirements, including oversight of incidents, complaints, audits, investigations and continuous improvement activities.
- Act as the key service contact for the Aged Care Quality and Safety Commission, Serious Incident Response Scheme (SIRS) matters and other regulatory investigations affecting the service or participants, ensuring timely and appropriate responses.

- Promote a culture of quality, accountability and open disclosure by implementing processes that support transparency, learning and continuous improvement.
- Ensure ongoing service viability by maintaining referral pathways, strengthening partnerships with key organisations and overseeing participant assessment and prioritisation processes in line with organisational mission and service criteria.
- Foster strong relationships with participants, community organisations, government agencies and sector stakeholders to enhance service integration, access and participant outcomes.
- Drive service innovation, practice development and continuous improvement initiatives that strengthen participant experience, workforce effectiveness, and service delivery.
- Promote a culture of social justice, dignity, inclusion and participant centered practice, ensuring services reflect organisational values and philosophy.
- Contribute as an active member of the Home Support leadership team, providing strategic input, organisational leadership and high quality reporting to support decision making.
- Practice open, respectful communication and actively engage in collaborative problem-solving, in line with organisational policies and the Strengthened Aged Care Quality Standards, including the Code of Conduct and Statement of Rights.

## **Health & Safety Responsibilities**

As a Wintringham employee, you have the following OHS and WHS responsibilities:

- Take reasonable care to ensure your own health and safety
- Do not place others at risk by any act or omission
- Follow safe work practices and procedures
- Use and care for equipment as instructed
- Do not willfully and recklessly interfere with safety equipment
- Report hazards, incidents and injuries
- Proactively support Wintringham's expectation of immunisation of staff to ensure their and participants health and well being
- Cooperate with the employer to meet OHS and WHS obligations

## **Key Selection Criteria**

### **Skills/Experience**

- Demonstrated leadership experience managing geographically dispersed teams and service delivery operations within aged care, community services, homelessness, disability or a related human services environment.
- Proven ability to lead and develop high performing teams, fostering accountability, collaboration, workforce capability and employee engagement, including through periods of significant change
- Strong knowledge of aged care and community service systems, including funding models, regulatory frameworks, quality standards, and participant centered service delivery.
- Demonstrated experience managing quality, compliance and risk, including incident management, complaints handling, audit processes and continuous improvement activities.
- Proven financial and operational management capability, including budget oversight, service performance monitoring, and resource management.
- Highly developed stakeholder engagement and relationship management skills, with the ability to build partnerships, influence outcomes, and represent the organisation effectively.

- Demonstrated analytical, problem solving and decision making skills, with the ability to manage competing priorities and implement practical, sustainable solutions.
- Commitment to social justice, dignity, inclusion and person-centered practice, with the ability to model organisational values and support positive participant outcomes.
- Ability to use and train others in Wintringham's participant management systems including Alayacare and Riskware. High level ability to generate and manage reporting requirements.
- Commitment to and ability to practice principles of open disclosure.

## Qualifications

### Essential

- Relevant tertiary qualification in Social Work, Nursing, Allied Health, Community Services, Welfare or related discipline.
- Current Valid Victorian Driver's License.
- Current First Aid Certificate (or willingness to obtain).

### Desirable

- Postgraduate qualification in Leadership, Management, or related field.
- Training or qualifications in supervision, coaching or leadership development.
- Knowledge of homelessness and housing support systems.
- Experience working within aged care reforms and contemporary service delivery models

*Appointment is subject to a satisfactory clearance of all employment screening requirements as per the Employment Screening policy prior to commencing unless the applicant is already a staff member who is currently employed with Wintringham.*

*The successful candidate will be a member of Key Personnel and must satisfy the requirements to determine suitability in line with the Key Personnel policy.*

**Wintringham is an equal opportunity employer.**

***I have read this position description and understand the requirements and responsibilities of this position as part of my employment with Wintringham.***

EMPLOYEE'S NAME \_\_\_\_\_

SIGNED \_\_\_\_\_

DATE \_\_\_\_\_