



culture and care
with an Italian flair



Position Title	Manager - Home Care
Department:	Aged Care Services
Report To (Position):	Director Aged Care Services
Primary work location:	Carlton
Classification/Band:	Social and Community Services - Level 6
Industrial Instrument:	Social, Community, Home Care and Disability Services Industry Award (SCHADS)

ABOUT CO.AS.IT.

CO.AS.IT. – Italian Assistance Association – has operated in Victoria since 1968 as a charitable institution, strongly committed to the general well-being and the enhancement of the quality of life of the Italian Australian community. CO.AS.IT aims to achieve the full potential of our community through the delivery of culturally appropriate services and the promotion of the Italian language, culture and heritage. We engage and empower the Italian Australian community by delivering best practice services and programs in the aged care, education, culture and heritage sectors.

CO.AS.IT. has four core pillars underlying the work we do within the Italian and Australian Community:

- Leading Community Engagement
- Excellence in Products & Services
- Our People & Consumers are our strength
- Operational Excellence

ABOUT AGED CARE SERVICES DEPARTMENT

LIVE LONG AND WELL AT HOME

CO.AS.IT. AGED CARE offers a variety of services to help individuals maintain their independence and wellbeing, whether they are eligible for a package or require individual services. The following services are available:

- Domestic assistance (cleaning)
- Personal care
- Flexible respite
- Social support groups
- Individual social support
- Nursing
- Gardening
- Home maintenance
- Aids & Equipment

ABOUT THE ROLE

The Home Care Program is part of the Aged Care Service Directorate, which also includes Italcare – Rostering and the CHSP Social Support Groups and Social Support Individual Programs. The position is required to collaborate with other Managers within the Aged Care Service Directorate and across other organisational directorates.

The Manager Home Care will be responsible for the overall management and support of the Aged Care department encompassing Support at Home (SAH) program and a suite of in-home services through the Commonwealth Home Support Program (CHSP)

The Manager Home Care will be required to demonstrate leadership through developing teams and ensuring quality practice and positive outcomes for participants, carers and families. The position is responsible for ensuring operational objectives are met and will lead the Care Partners and Care Coordinator teams to deliver safe, culturally responsive and person-centered services.

The Manager Home Care is responsible for Care Management oversight, participant risk management, team performance, service targets and reporting.

KEY POSITION RESPONSIBILITIES

Leadership and Team Management

- Provide leadership, direction, and supervision to the Home Care Program team of Care Partners and Care Coordinators, inspiring decision-making, collaboration, and a solution-based approach to problem-solving.
- Foster a positive, collaborative culture that supports innovation, teamwork, and continuous improvement.
- Provide mentorship and professional development opportunities to all team members.
- Oversee staff recruitment, orientation, performance management, development, and exit processes in collaboration with the Human Resources team and Director of Aged Care.
- Ensure appropriate coverage during staff leave absences to maintain seamless operations.

Service Development and Delivery

- Participate in the submission processes and the development of new program/project opportunities.
- Contribute to the planning, development and review of all Aged Care programs and activities.
- Contribute to the development of a marketing plan to drive growth across the organization.
- Aged Care Programs.
- Work collaboratively with other Managers within the department including the Quality & Compliance Manager, Italcare Manager, Clinical Manager and Social Support Program Managers.

Reporting, System and Analytics

- Maintain required documentation to meet statutory, regulatory and organisational requirements.
- Perform team-level internal audits to ensure compliance with policies, procedures, and funding and compliance requirements.

ABOUT THE ROLE

KEY POSITION RESPONSIBILITIES

Risk Management and Compliance

- Work with the Quality and Compliance team to develop and review Home Care operational procedures and recommend policy improvements
- Ensure compliance with all relevant legislation, standards, and funding guidelines, including the Aged Care Act and Aged Care Quality Standards.
- Regularly monitor participant care plans, services, and team performance for quality and compliance.
- Identify system gaps and contribute to the Continuous Improvement Plan to enhance quality and ensure safety standards are met.
- Participate in internal audits in collaboration with the Quality and Compliance Team
- Review and manage Incident reports and escalate as required.

Financial Management

- Financial and resource management including the development and monitoring of program/project budgets to ensure that income and expenditure meet budget specifications.
- Regularly review SAH participant budgets and address projected and actual overspends with the relevant Care Partner.
- Prepare data, expenditure, and program reports as required

Professional Development

- Engage in ongoing professional development to remain informed about industry trends, regulations and best practice in aged care.
- Support team members to participate in professional development opportunities to enhance their knowledge and practice.

Communication and Collaboration

- Act as the primary point of escalation for complex issues, ensuring timely resolution and effective communication with all stakeholders.
- Attend and contribute to meetings, case conferences, and training sessions.
- Supporting staff and teams in practice, professional, and team development, incident management, and WH&S activities.

KEY SELECTION CRITERIA

Essential Qualifications

- Territory qualification in Allied Health, Social Work, Nursing, Community Services or equivalent,
- Extensive experience working in a similar role (essential)

Experience and Skills - Professional

- 5 years of relevant leadership experience in Aged Care, Disability or Community Care Services..
- Strong leadership skills with experience in the areas of staff supervision, advocacy, delegation, problem solving and change management.
- Demonstrated skills in operational service management including program development and planning, personnel management, budgeting and resource management
- Demonstrated high level experience in the provision of in home and community support to aged participants
- Sound understanding and working knowledge of the Support at Home program, Commonwealth Home Support Program (CHSP) Restorative Care Program and Transitional Care Program (TCP) operating models, guidelines, legislative requirements and sector reform initiatives

CHECKS, LICENSES AND REGISTRATIONS

- National Police check
- Working with Children's check
- Current full or probationary drivers license
- Right to work in Australia

INCLUSION, DIVERSITY AND CHILD SAFE STATEMENT

CO.AS.IT. is an Equal Opportunity and Child Safe employer. We are inclusive, embrace diversity and are committed to child safety, supporting the best interests of children in all our operations. We are dedicated to welcoming and working with all people from diverse backgrounds, including but not limited to, those identifying as LGBTIQ+, Aboriginal and Torres Strait Islander, people from cultural and linguistically diverse (CALD) backgrounds, and people with a disability.

ACKNOWLEDGMENT & SIGN-OFF

I certify that I have read, understood, and accept the duties, responsibilities, and obligations of my position.

Signed by Employee

Date