



Northern Peninsula Area Regional Council

POSITION DESCRIPTION

Position number	TBC	Date of last review	June 2025
Position Title	Manager Home and Community Care		
Classification	Award Stream A (Band 3 Level 1 – 2)		
Division	Business Enterprises		
Section	New Mapoon		
Location	Full Time 3 Year Contract		
Direct Report	Executive Manager, Community and Regulatory Services		

1. NPARC ORGANISATIONAL ENVIRONMENT:

Mission: To support the provision of high standard local government services and economic growth of the Northern Peninsula Area through the sustainable use, development and management of land, water, and native vegetation resources, whilst protecting the rights and interests of both the individual and the community.

Vision: With Respect and pride we will build a future for our children based on unit, equitable self-governance, education, and culture.

Responsibilities: The Council is charged with the responsibility of ensuring a wide range of local government services are available throughout the communities of the Northern Peninsula Area including housing, kerb-side collection of rubbish and land-fill disposal, potable water supplies and effective wastewater disposal systems.

The NPARC must collaborate closely with the community and funding agencies to ensure the necessary resources are available for these purposes.

2. PRIMARY OBJECTIVES OF THE POSITION:

The Aged Care Manager leads the NPARC Community Aged Care and Disability Support, including staff management, within Aged Care program guidelines and Aged Care Quality Standards to maintain the independence of the frail aged and younger people with a disability within their own homes, preventing early unwanted or unnecessary admission to institutionalised care and maintain client engagement in the community.

The position is responsible to assist in developing and implementing workplace health and safety strategies, policies, and practices to ensure compliance with legislation and protect the health and safety of employees.

3. CONDITIONS OF EMPLOYMENT:

The conditions of employment for this position are in accordance with the NPARC Certified Agreement 2023, Council's policies and procedures, Council's Code of Conduct, and other legislative requirements.

4. WORKPLACE HEALTH & SAFETY RESPONSIBILITIES:

The employee shall comply, so far as is practicable, with the Workplace Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her Manager and / or Supervisor in respect of the Health and Safety of themselves and the Health and Safety of other persons.

The employee is responsible for ensuring Council's WH&S Systems are implemented within their area of responsibility.

5. KEY DUTIES AND RESPONSIBILITIES:

Duties and responsibilities include but are not limited to:

- Leading and managing NPARC Community Aged Care and Disability Support service to ensure quality and professional services provided that meet the needs, of NPARC, funding bodies and other service providers, in accordance with contractual and grant requirements.
- Administering the intake process including explaining the Charter of Aged Care Rights with clients and their families, maintaining regular contact, and providing updates on Service provision.
- Developing, evaluating, and scheduling services for clients' needs within time - frames that are outlined in NPARC Why and How Manual policies and procedures.
- Managing the day-to-day operations of the NPARC Community Aged Care and Disability Support service to ensure quality care is provided that meet the needs of clients.
- Managing the financial costings, budget plans and negotiation of external contracts for NPARC Community Aged Care and Disability Support and monitor budget versus actual for these services/programs.
- Ensuring that the Aged Care Quality Standards are comply with regulatory requirements and effectively implemented to meet the individual needs, preferences, and cultural backgrounds of each client, promoting dignity, independence, and overall wellbeing.
- Monitoring and coordinating quality assurance, risk and compliance within Aged Care Standards, NDIS standards and state and federal legislation.

6. SELECTION CRITERIA:

Essentials:

1. A Strong commitment to providing quality services for frail aged and younger people with disabilities.
2. Strong interpersonal and client service skills.
3. Staff management skills.
4. Administrative ability to ensure compliance with service delivery and regular and ad hoc reporting.
5. Understanding of the practical application of WH&S requirements.
6. Capacity to prepare written submissions for funding and policy changes.
7. Understanding of local Indigenous issues.
8. In depth knowledge and understanding of MAC (My aged care) ETools and other government required portals.

Other Requirements:

- Qualifications Formal Qualifications in Aged Care Cert. IV or similar Health Fields. (Or be willing to achieve)
- Hold a current Senior First Aid Certificate
- Current Driver's License.
- Be prepared to obtain a Federal Police Clearance
- Physical requirements – Able to lift and move frail and disabled in accordance with approved manual handling procedures.
- Experienced using Microsoft Office Programs and using electronic client information management systems programs.

7. KEY PERFORMANCE INDICATORS:

Team Leadership and Relationships

- Timely, accurate, and reliable reporting.
- Expenditures managed within budget, including approved variations.
- Staff deployed efficiently, adequately trained, and working to appropriate standards; underperformance and conduct issues promptly addressed.
- Effective working relationships maintained within the team, Council, community, and external agencies; conflicts managed constructively.

Problem Solving:

- Proactively developing new programs to ensure services effectively meet community needs.
- Applying skills and community knowledge to create tailored solutions for clients.
- Creating work plans for short- and long-term goals that optimize resource use and drive continuous service improvement.
- Demonstrating flexibility by reallocating resources to respond to changing demands.

Work Quality:

- Facilities are well-maintained with support from engineering services.
- Services consistently meet accepted standards, with any exceptions promptly reported to the manager.
- Content and quality requirements of funding agreements are fully complied with.
- Records, including financial transactions and client information, are accurate and regularly updated.

Reliable Conduct and Behaviour:

- Adherence to the Code of Conduct with punctual, reliable attendance and consistent effort.
- Modelling high standards of behaviour and work ethic for others to emulate.
- Development and adherence to safe work practices.
- Meeting deadlines and timelines, with any exceptions communicated to the Manager in advance.

Commitment and Pride in Work – Respect NPA:

- The community is aware of and supports Aged Care and Disability Support Services.
- Employees recognise the importance of their work in contributing to the health and wellbeing of the community.
- Team and individual skills are continuously developing.
- The team's high standards of work quality and professional behaviour have earned respect both within the community and across NPARC.

OTHER INFORMATION:

- The Council is an Equal Opportunity Employer
- The Council Operates under a Certified Agreement
- The Council expects Employees to Accept minor variations to the work value of their Position.
- This Position Description will be Subject to change from time to time as Council's Organisations direct is refined and developed to meet ongoing needs. Any such re-organisation of duties shall be the subject of discussion with the position incumbent.

We agree that this Position Description accurately reflects the role.

Employee Name: _____ Signature: _____ Date: _____
PRINT

Manager Name: _____ Signature: _____ Date: _____
PRINT

Exec. Manager Name: _____ Signature: _____ Date: _____