

## POSITION DESCRIPTION

|                             |                                                   |
|-----------------------------|---------------------------------------------------|
| <b>Position</b>             | <b>NATIONAL CARE SERVICES MANAGER</b>             |
| <b>Location</b>             | Sydney, Adelaide, Brisbane or Melbourne           |
| <b>Reports to</b>           | General Manager                                   |
| <b>Indirect Reports</b>     | Carers, Health and Wellbeing employees and Nurses |
| <b>Employment Type/Term</b> | Permanent, 22.5 hours per week                    |
| <b>Date</b>                 | August 2026                                       |

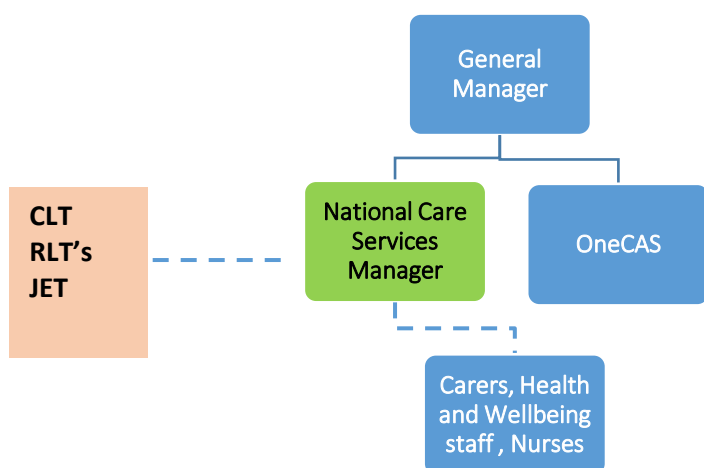
### ORGANISATIONAL CONTEXT:

The Sisters of Saint Joseph of the Sacred Heart (SOSJ) continue God's mission by immersing themselves in the midst of life to empower others and bring hope. Education, in its broadest sense, remains their main work. Founded in 1866, the organisation operates as a registered charity with central offices in Sydney, Regions in Australia, New Zealand, Ireland and a presence in some other countries.

The Congregation is governed by the Congregational Leader and her Leadership Team (CLT). Each region is led by a Leadership Team (RLT). The Congregation's Leadership team is assisted in its administration by the Central Administration Services (OneCAS) Team located in North Sydney.

We value, respect and are committed to the safety of all people. We have a zero tolerance for adult and child abuse or mistreatment. All employees have a responsibility to commit to a culture of safeguarding. This includes completing safeguarding induction training and possibly ongoing safeguarding training.

### ORGANISATION CHART:





#### **BASIC ROLE PURPOSE:**

The new role of National Care Services Manager is responsible for developing and coordinating the strategic health and wellbeing strategy for SOSJ and to oversee and support, via the Regional Leadership Teams, our care and health and wellbeing staff. Although this role provides strategic oversight and support, on a day-to-day basis, the regional care and health and wellbeing staff will continue to report through the regional teams.

The key stakeholders and relationships in this role will be:

- General Manager – day to day direction and guidance (line manager)
- CLT, Regional Leadership Teams and sisters in other relevant regional leadership roles – subject matter expert, provide high level advice and support
- Carers, Health and Wellbeing support staff and Nurses – provide leadership, foster best practice and culture aligned with the needs of the sisters and Josephite charism.
- Josephite Eldering Team (JET) – seek guidance and input in relation to the health and wellbeing needs of the sisters and any concerns that may arise
- Government bodies and external providers – monitor services delivered; ensure that adequate models of care are in place and that Support@Home packages are effectively utilised to provide support to the sisters

#### **KEY ROLE ACCOUNTABILITIES:**

In carrying out the role, the National Care Services Manager is required to meet the following key accountabilities:

##### **1.0 Ethos and Mission**

- 1.1 Uphold, through word and deed, the ethos and mission of the Congregation of the Sisters of Saint Joseph.
- 1.2 Ensure work activities are in accordance with the ethos and mission of the Sisters of Saint Joseph.
- 1.3 Demonstrate a commitment to a deepening understanding of the spirit of the Congregation of the Sisters of Saint Joseph.
- 1.4 Actively support the Sisters of Saint Joseph and their Mission.
- 1.5 Establish and maintain harmonious working relationships with colleagues and Sisters in the Congregational Administration Services team and regional offices.
- 1.6 Contribute to a climate of hospitality and welcome.

##### **2.0 Position Responsibilities**

###### **2.1 Strategic Leadership & Governance**

- Develop and implement strategic health and wellbeing plans and initiatives.
- Provide expert advice and support to the CLT and RLT's in structuring and managing health and wellbeing support services for Sisters.
- Provide leadership to regional staff e.g. Nurses, Carers and Health and Wellbeing staff to foster practice and culture which is closely attuned to the Josephite charism and the needs of Sisters.
- Ensure relevant governance frameworks are in place, managing risks and overseeing health and wellbeing services.
- Provide advice on operational performance and compliance risks.



## 2.2 Operational Management & Quality

- Instill best practice and ensure that staff comply with regulatory and legal requirements and obligations.
- Provide expert advice on developing, utilising, and coordinating appropriate models of care and government funding and support programs.
- Monitor and enhance service delivery, implementing continuous improvement programs to achieve excellence in care.
- Manage budgets.
- Manage and investigate incidents, hazards, and near misses to ensure risk mitigation.

## 2.3 Stakeholder Engagement

- Develop and maintain trusted relationships with the Regional Leadership Teams, local nurses and coordinators ensuring that adequate support and guidance is provided.
- Establish and maintain partnerships with health professionals and providers.
- Monitor health and wellbeing services delivered by external providers to ensure that they (continue to meet) SOSJ's requirements.

## 2.4 People Management

- Oversee the recruitment, training, supervision, and professional development of staff.
- Foster a positive and safe working environment, encouraging staff retention and wellbeing.

## 2 Values

- 3.1 Actively contribute to team meetings.
- 3.2 Contribute to effective communication with all stakeholders.
- 3.3 Maintain confidentiality of Congregational information in accordance with policy and employment contract obligations.
- 3.4 Actively demonstrate behaviours consistent with the SPIRIT values (Supportive, Positive, Inclusive, Respect, Integrity and Trust).

## 3 Quality Administration

In consultation with the General Manager:

- 4.1 Establish and maintain performance standards for relevant administrative functions.
- 4.2 Respond to customer feedback on improving processes and procedures.
- 4.3 Maintain administrative accuracy and due attention to detail.

## 4 Professional Development

- 5.1 Evaluate personal and professional performance and undertake personal and professional development activities.
- 5.2 Assist RLT's with evaluating performance of relevant staff and ensure that approved personal and professional development activities are undertaken.
- 5.3 Participate in the performance review/feedback process.

## 5 Work Health Safety (WHS)

- 6.1 Maintain duty of care of own health and safety and all others in the workplace.
- 6.2 Comply with workplace WHS policies, procedures and protocols.\
- 6.3 Report workplace hazards and risks to employer.
- 6.4 Undertake WHS training as required.



**6 Other**

- 7.1 Engage in other duties commensurate with skills and experience and within the scope of this role.
- 7.2 Follow legal requirements and Congregational policies and procedures.

**7 Key Performance Indicators**

| Function                              | Performance Indicators                                                                                                |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| 1. Ethos and Mission                  | Evidence of active support for the work of the Congregation and its Mission                                           |
| 2. Role responsibilities              | Ensure that agreed deliverables are delivered on time and as per the health and wellbeing requirements of the sisters |
| 3. Customer service and teamwork      | Evidence of service delivery to agreed standards and positive feedback from stakeholders received.                    |
| 4. Contribution to culture and values | Evidence of effective collaborative, professional relationships and communication within team and regions.            |
| 5. Quality administration             | Evidence of timely and accurate documentation and records                                                             |
| 6. Professional development           | Evidence of engagement in appropriate professional development and application to role                                |

**8 Qualifications, experience and competencies**

- 9.1 Formal qualification/s in a relevant discipline.
- 9.2 Demonstrated experience working at a senior level in the aged care sector or comparable roles.
- 9.3 In depth knowledge of government aged care regulatory environment including ACAT assessments,
- 9.4 Support@Home packages and providers, and residential aged care service arrangements.
- 9.5 Demonstrated ability to develop and implement strategic health and wellbeing support services.
- 9.6 High level written and verbal communication skills.
- 9.7 Demonstrated experience in mentoring, managing and motivating people in carers and health and wellbeing support roles.
- 9.8. Demonstrated knowledge of best practice and risk management strategies.
- 9.9 Ability to travel within Australia when required.

Incumbents in this position will be required to consent to relevant compliance checks in line with our Compliance Check Policy and be vaccinated as per our Vaccinations Policy.

**I confirm that this position description is an accurate reflection of the responsibilities of this position:**

General Manager

19 August 2026