



Position Description – Home Support Leader

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Ageing Well
Level	6
Reports To	Coordinator Ageing Well
Prescribed Position	Yes

Position Objective

The Home Support Leader provides strategic and operational leadership to the Ageing Well team, ensuring the effective delivery of grant-funded services through the Commonwealth Home Support Program (CHSP). This role oversees programs that empower older adults to live independently and stay connected to their communities.

By managing daily operations to align with funding requirements, legislative standards, and Council priorities, the Home Support Leader also embeds innovation and best-practice models. This enhances service quality, improves client outcomes, and delivers responsive, person-centred care that promotes independence and wellbeing.

This role ensures the sustainability and accessibility of home support services by overseeing governance, compliance, and resource management, while providing specialist advice and identifying opportunities for future service delivery.

Key Responsibilities

- Provide strategic and operational leadership to the Ageing Well team, overseeing the delivery and optimisation of federally funded services and activities.
- Play a key role in understanding Aged Care reforms and Australian Government changes affecting services for older people, and provide specialist advice on their implications, identifying opportunities for future service delivery.
- Ensure alignment with funding guidelines and Council policies and best practice aged care models.
- Display strengths-based leadership, fostering a high-performance culture across employees, volunteers, and contractors.
- Strengthen partnerships and advocacy across the sector, fostering stakeholder relationships, and enhancing services.

- Oversee budgets and funding agreements, with focus on improving service capacity and compliance.
- Lead the preparation and submission of reports on funding arrangements, service performance, strategic reviews, and emerging funding opportunities, ensuring alignment with compliance requirements and organisational objectives.
- Lead service excellence and continuous improvement, embedding a person-centred approach, compliance, and data-driven decision-making.
- Ensure compliance, risk, and governance excellence, maintaining audit readiness, contractor oversight, and alignment with aged care legislation.
- Lead system improvements to modernise service delivery, data management, and customer experience.
- Implement high-level problem-solving and innovation, to enhance business efficiency, reduce risk, address sector challenges and futureproof services through strategic leadership.
- Advocate for and engage with stakeholders to foster partnerships that promote the health and wellbeing of older residents.
- Provide support and back up to the Ageing Well team as required.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Take relevant actions in accordance with Legislative requirements under the Children's Protection Act 1993 Section 8A and Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Demonstrated leadership and strategic thinking, with the ability to drive service innovation and continuous improvement.
- Strong financial and business acumen, including budget management, funding acquittals, and grant applications.
- Exceptional stakeholder engagement and relationship management skills, with the ability to influence policy and service development.
- Advanced problem-solving and decision-making abilities, particularly in a complex regulatory environment.
- High-level written and verbal communication skills, including report writing, advocacy, and sector representation.

- Strong data analysis and digital literacy skills, with the ability to interpret service trends and drive evidence-based improvements.
- Excellent change management capabilities, supporting teams through aged care reforms and service transformation.
- Working knowledge of the Microsoft Office suite of desktop applications.
- Use of corporate technology including systems in electronic document management, land and property management, finance, customer requests, asset management systems and intranet.
- Demonstrated understanding and enthusiasm for the direction of the City and the Organisation.
- Demonstrated behaviours consistent with the Organisational values.

Knowledge

- Understanding of legislative frameworks, policy trends, and requirements related to Commonwealth-funded My Aged Care and Support at Home programs, and their implications for Council services.
- Strong working knowledge of aged care quality standards, regulatory compliance, and risk management frameworks.
- Familiarity with local government operations, funding structures, and strategic planning processes.
- Comprehensive knowledge of workforce development strategies, including team capability building and succession planning.
- Awareness of digital transformation in aged care, including CRM systems, service data analysis, and technology-driven improvements.

Experience

- Demonstrated experience in a senior leadership role within aged care, community services, or local government.
- Proven ability to lead in a fast-paced, evolving environment while ensuring compliance, safety, and service continuity.
- Demonstrated experience of driving innovation, accountability and service improvements, particularly in response to aged care reforms and changing community needs.
- Proven track record in delivering CHSP or other aged care programs, ensuring compliance and high-quality service delivery.
- Experience in financial and resource management, including budget oversight and funding strategy development.
- Extensive experience in stakeholder engagement, partnership development, and advocacy within the aged care sector.

Qualifications & Requirements

A recognised relevant tertiary qualification in Aged and/or Human Services, frontline management, or related discipline and/or

Essential

commensurate demonstrated experience in lieu of formal qualifications.

Nationally Coordinated Criminal History Check (Police Check).

Senior First Aid.

Current Class 1 South Australian Drivers Licence.

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