

## JOB DESCRIPTION

### Head of Seniors Services

#### ABOUT UNITING

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

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At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

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#### ABOUT THE ROLE

##### Role Purpose

This senior leadership role is responsible for leading the delivery of integrated, person-centred services to our aged care clients within a specified region, including home and community care, independent living and residential aged care.

The role is focused on ensuring the sustainable operation of seniors services as well as driving continuous growth in line with the strategic business plan and overarching service models.

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#### ROLE KEY ACCOUNTABILITIES

You will play a key leadership role as a member of the Seniors Services directorate by:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department and ensure there is a safe working environment, and that staff are properly trained to be able to work in a safe manner.
- Work closely with the Executive Managers and Head of Business Support to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
- Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.

- Understand industry trends and commercial implications and demonstrates knowledge of the impact department advice has on the other Directorates in Uniting.
- Contribute to the development and evaluation of changes and improvements to the services provided by the department/team and ensures that changes support the viability of Uniting.
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Head of Seniors Services within your region, your role, both for the region as a whole and for each of service line within it, will:

- Contribute to the directorate's strategic business plan, including defining the priorities and outcomes for an integrated Seniors Services stream.
- Work closely with your colleagues and leadership team to translate business strategies into relevant plans and actions that enable the provision of person-centred service delivery to clients.
- Communicate Uniting strategies to your employees in engaging ways, translating these into meaningful work and a genuine understanding of our service models underpinned by person-centred care.
- Track and forecast the operational performance against the business plan and take the lead in the development of solutions to proactively overcome business challenges.
- Develop and manage the annual operational budget and ensure financial targets are met.
- Ensure that team members have the capability, skills, resources and support necessary to successfully implement the agreed plan and actions.
- Lead the implementation of Uniting's person-centred, Inspired Care philosophy throughout the region with an emphasis on client wellness, choice and independence.
- Lead the growth of a workplace culture centred around accountability, collaboration, sustainability, continuous improvement and quality, person-centred care.
- Inform and contribute to capital projects to support the refurbishment and development of services as required.
- Work with government and industry bodies to ensure services comply with all legislative requirements and are delivered to the standards required.
- Monitor trends and changes across the Aged Care industry and ensure that appropriate service development initiatives are developed and implemented accordingly.
- Lead/drive specific projects within the Seniors Services stream as required.

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## ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:** Seniors Services  
**You'll report to:** Director Seniors Services

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## YOUR KEY CAPABILITIES

### Enterprise Leadership

- **Creates Vision, Purpose and Culture** - Connects Uniting people to our purpose through a compelling vision of the future.
- **Demonstrates Strategic Agility** - Creates breakthrough strategies, anticipating future trends and their commercial opportunities.
- **Builds Enterprise Performance and Relationships** - Collaborates across functions and agendas to achieve the best outcomes for Uniting as a single enterprise.
- **Develops External Relationships** - Represents and advocates for the Uniting brand, reputation and social justice externally.

### People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people.
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

### Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available.

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## YOUR QUALIFICATIONS & EXPERIENCE

### Qualifications:

- Bachelor qualification in a relevant business field or equivalent experience in a relevant health care or management field

### Experience & Skills:

This is a senior leadership role typically requiring eight (8) or more years' experience in the Aged Care industry, including two (2) or more years' experience managing large and complex services. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined.

- Demonstrated ability and commitment to ensure that the voice of the customer is heard and valued  
Expert knowledge and understanding of the Aged Care system, legislation and related funding
- Excellent written and verbal communications skills including demonstrated experience in presenting strategies and proposals to Executives and external agencies
- Skilled at navigating a complex organisation and forging strong working relationships
- Confident in navigating and nurturing teams through ambiguity and change
- Demonstrated passion for social change and contributing to an organisation of influence for the most vulnerable, at risk and disadvantaged members of the community
- Proficient in using multiple computer applications/systems and willingness to learn new systems/programs as required

**Even better:**

- Post graduate qualifications in a relevant health care or management field

Employee Name:		Managers Name:	
		Title	
Date:		Date:	
Signature:		Signature:	