

Position Description



Head of Home Care

Wesley Home Care

June 2026

Agreement

Signed–Manager

Date

Signed–Employee

Date

1. Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to conceive, develop and deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in Word and deed.

Our vision is: "...doing all the good we can because every life matters".

Out of Christian love and compassion we are driven by Soft Hearts: Open Hands: Sharp Minds (and) Hard Feet.

Our strategic plan is based on four key directions, namely:

- Deepening our Word & deed
- Claiming our prophetic voice
- Extending our impact
- Strengthening our organisation.

The range of community services we provide is amongst the most diverse of any Australian organisation. We are one of the largest community services organisations operating in NSW and the ACT, our work extending to other states and territories through our work in suicide prevention.

2. Overview and purpose of Wesley Home Care

The purpose of Wesley Home Care is to support older people to live safely, independently and with dignity in their own homes and communities. The business delivers services across New South Wales, with a regional footprint extending from Wollongong to Ballina.

Services include Support at Home (the Australian Government program for in-home aged care introduced through the aged care reforms, replacing Home Care Packages), the Commonwealth Home Support Programme (CHSP), and a range of additional in-home care services. The business is well positioned to grow its reach to older Australians most in need while navigating significant sector reform, including the new Aged Care Act and the transition to Support at Home.

Its work is inspired by the organisation's vision, guided by its mission, informed by its strategy and underpinned by its values.

3. Purpose of role

The purpose of the role is to provide leadership of, and be accountable for, the operational performance, financial sustainability and strategic success of Wesley Home Care Services. The Head of Home Care leads the integrated delivery of home care services in a person-centred, safe and compliant manner, and drives sustainable growth that extends Wesley Mission's reach to older people most in need.

The Head of Home Care may represent Wesley Mission at senior levels within the sector, on interagency committees and on taskforces, and may be required to contribute to meetings of the Wesley Community Services Board and/or its subcommittees.

As a senior leader within Wesley Mission, the Head of Home Care is expected to contribute to Christian leadership across the organisation, including participating in, and encouraging their teams to participate in, Wesley Mission's Word and deed activities.

4. Relationships

Reports to:	Executive General Manager, Home Care & Disability
Direct reports:	Senior Manager Clinical Care Senior Manager Direct Care Other specialist support and administrative staff as necessary for the effective functioning of the portfolio.
Key relationships:	Executive General Manager, Home Care & Disability Community Services Leadership Team Aged Care Quality and Safety Commission and the Department of Health, Disability and Ageing Services Australia and relevant funding bodies Consumers, their families and carers Aged and home care sector peak bodies and partners.
Leadership Framework Level:	Level 3
Industrial instrument:	Non-Award salary

5. Major role responsibilities

Strategy and growth

- Develop and implement the Home Care strategic plan aligned with Wesley Mission priorities and commitment to Word and deed.
- Drive sustainable growth across Support at Home, CHSP and emerging service models.
- Identify and pursue new service opportunities that extend Wesley Mission's reach to those most in need.
- Represent Wesley Mission in sector engagement, advocacy and partnerships consistent with its mission and values.

Operational leadership and integration

- Lead and integrate service delivery across Care Management, Clinical Care and Direct Care functions.
- Ensure services are delivered in a person-centred, coordinated and efficient manner that reflects compassion, dignity and respect.
- Drive continuous improvement in operating models, systems and workflows to better serve consumers and communities.
- Ensure alignment across the consumer journey from access through to care delivery.

Financial management and stewardship

- Ensure financial performance, including revenue growth, budget delivery and surplus outcomes.
- Ensure responsible stewardship of Wesley Mission resources to maximise impact and sustainability.
- Develop financial strategies that balance service quality, accessibility and long-term viability.
- Monitor performance to ensure efficient and effective use of funding in service of community need.

Quality, risk and compliance

- Ensure compliance with the Aged Care Act, Support at Home program requirements and relevant standards.
- Promote a culture of accountability, safety and continuous improvement across the portfolio.
- Ensure risks are effectively managed to protect consumers, staff and the organisation.
- Lead high-quality responses to incidents, complaints and audit findings.

Leadership and workforce

- Lead and develop a high-performing leadership team aligned to Wesley Mission values.
- Foster a culture of engagement, collaboration and purpose, grounded in service to others.
- Support workforce capability, wellbeing and retention across the portfolio.
- Encourage leadership behaviours that reflect humility, integrity and servant leadership.

Consumer outcomes and experience

- Ensure delivery of safe, high-quality, person-centred services that honour the dignity and individuality of each person.
- Promote consumer voice, choice and participation in care decisions.
- Monitor and improve consumer satisfaction and outcomes.
- Ensure services are responsive to the needs of individuals, families and communities.

Systems, transformation and reform

- Lead implementation of aged care reforms, including Support at Home.
- Drive innovation and service redesign to improve access, quality and efficiency.
- Continually leverage existing and new technology to improve quality and efficiency of services.
- Embed data-informed decision making to support continuous improvement.
- Ensure the organisation is well positioned to respond to evolving sector expectations.

Stakeholder engagement and partnerships

- Build and maintain strong relationships with government, partners and community organisations.
- Collaborate across Wesley Mission to maximise impact and service integration.
- Strengthen referral pathways and community connections to better reach those in need.

- Represent Wesley Mission in a manner consistent with its mission, values and commitment to Word and deed.

Governance and organisational contribution

- Contribute to Wesley Mission priorities and organisational strategy.
- Support Board reporting, governance and decision-making processes.
- Ensure adherence to Wesley Mission policies, Code of Conduct and brand.
- Act as a values-based leader, modelling behaviour consistent with Word and deed.

6. Professional responsibilities

- Focus the work at the level of the role (Leadership Level 3 of the organisation's Leadership Framework). This includes supporting and working in a way that is consistent with the organisation's mission of continuing the work of Jesus Christ in Word and deed for leaders as described in the organisation's Leadership Framework Level 3.
- Prioritise safety throughout your service/s by familiarising yourself with and applying your responsibilities under the Work Health & Safety Management Framework Manual and related safety policies and procedures and site/service procedures. Ensure throughout your service/s that effective safety consultation is occurring via WHS Committees, Health & Safety Representatives and/or formalised Other Agreed Arrangements. Also ensure throughout your service/s that hazards and incidents are reported including near misses, and that they are investigated and resolved in a timely manner. Ensure your own health and safety and the health and safety of others by behaving safely at all times in relation to work.
- Comply with mandatory requirements for the role including completing all mandatory training required by the organisation.
- Comply and cooperate in good faith with all legislative, regulatory, policy and procedure requirements pertaining to your work.
- Always act in good faith in the organisation's best interests, exercise due care and skill in your work, follow all lawful directions, maintain honesty and integrity and the trust and confidence of the organisation, and a positive reputation of the organisation.
- Attend functions, meetings, seminars, training courses and events as required by your supervisor and worship services as encouraged by your supervisor.
- Participate on at least a six-monthly basis in the Contribution and Development Plan process for your role for recognition, compliance and development.
- Take personal responsibility for your personal career development and training.

7. Performance Measures

Performance expectations will be set during probation. Thereafter performance measures will be agreed as part of your personal Contribution and Development Plan. The following indicative key performance indicators apply to this role:

- Achievement of financial targets in a manner consistent with responsible stewardship.
- Growth in service delivery, particularly to those most in need.

- High levels of consumer satisfaction and quality outcomes.
- Compliance with regulatory standards and audit outcomes.
- Strong workforce engagement and retention.
- Delivery of reform, transformation and innovation initiatives.
- Demonstrated contribution to Wesley Mission's commitment to Word and deed.

8. Selection criteria

To be successful in this position, you must possess the following:

Demonstrated behaviours

- Conduct consistent with the organisation's Code of Conduct and Leadership Behaviours and Capabilities for Leadership Level 3 of the organisation's Leadership Framework, and:
 - Role model the organisation's Vision, Mission and Values.
 - Value people through kindness, respect, care and support.
 - Foster trust through honesty, integrity, reliability and fairness.
 - Work 'at level' (Leadership Level 3), providing strategic leadership, guidance and support or your portfolio and team not reaching into the work of the team unless necessary.
 - Demonstrate personal accountability and ensure the accountability of your team, including conduct, compliance, performance and effective service provision.
 - Ensure a safe, supported and highly engaged work environment by applying the organisation's engagement and safety frameworks, tools and practices for leaders.
 - As a key role within the organisation, you will have an active Christian faith, seeing this role as a vocation and expression of your faith (desirable) or otherwise you will demonstrate explicit support for Wesley Mission's expression of faith and purpose (essential).

Essential skills/knowledge

- Extensive senior leadership experience in home care, aged care or a related human services field.
- Comprehensive knowledge of the aged care regulatory environment, including the Aged Care Act, the Aged Care Quality Standards, the Aged Care Quality and Safety Commission and the Serious Incident Response Scheme (SIRS).
- Sound understanding of the Support at Home program and the Commonwealth Home Support Programme (CHSP), and the current aged care reform agenda.
- Demonstrated experience leading integrated, person-centred service delivery across care management, clinical care and direct care functions.
- Strong commercial and financial acumen, with experience managing revenue growth, budgets, surplus targets and government funding.
- Demonstrated success developing and implementing growth and service-development strategies.

- Proven ability to lead, develop and engage multidisciplinary and geographically dispersed teams.
- Highly developed stakeholder engagement skills with regulators, funders, consumers, families and community organisations.

Desirable skills/knowledge

- Experience in a not for profit or community service organisation.
- Experience leading services through aged care reform and the transition to Support at Home.
- Established networks across the NSW aged and home care sector.
- Experience working within a faith-based organisation.

Training and qualifications

- Tertiary qualification in nursing, allied health, human services, business, management or a related discipline.
- Current Working with Children Check and National Criminal History Check.
- Current NSW driver licence.

Agreement

In signing page one, I confirm I have read, understand and agree to work in accordance with this position description. I also understand that this position description is not exhaustive and agree to comply with all reasonable requirements of me in addition to those specified in the position description.