

Position Title: Manager – Aged Care Services	Entity: Indigo Australasia Inc (Indigo)
Reports to: Director – Allied Health Services	No of Direct Reports: 2-5
Industrial Instrument / Job Level: Common Law Contract - Tier Manager	Primary Location: Nedlands
Position Requirements	
<p>Primary Purpose</p> <p>The Manager – Aged Care Services oversees Indigo’s Aged Care Allied Health and Home Modification’s Service. This position reports to the Director - Allied Health Services and works collaboratively with the leadership team and key stakeholders to ensure optimal outcomes for people accessing Indigo clinical services (focusing on aged care and home modifications).</p> <p>They will actively contribute to the development of clinical services, assist with clinical governance, and ensure evidence-based practice is adhered to. The position will manage a team of health professionals and support staff, provide clinical expertise, supervision and support to team lead/s and colleagues.</p>	
<p>Key Accountabilities/Responsibilities</p> <p><u>Health Safety Wellbeing & Environment</u></p> <ul style="list-style-type: none"> • Demonstrate leadership and ensure compliance with health, safety, hygiene, and infection prevention and control policies, WHS systems, and legislation, ensuring strategies are in place to build awareness, strengthen compliance, and support a safe and healthy workplace. • Ensure all incidents, accidents, injuries, hazards or property damage are reported and managed. Identify and implement safety improvements working collaboratively with the WHS program. • Contribute to developing and nurturing a culture that supports wellbeing. <p><u>Functional – Operational</u></p> <ul style="list-style-type: none"> • Manage, monitor and support cost effective and efficient delivery of Allied Health and Home Modification service delivery, with a strong client focus, and in accordance with organisational policies and government regulations and guidelines. • Ensure the Aged Care teams meet all their contractual obligations by monitoring appropriate data and Key Performance Indicators. • Research, determine and implement relevant best practice in Allied Health service delivery in collaboration with Director – AHS and relevant stakeholders. • Provide guidance, support and knowledge on the delivery of Allied Health services (Aged Care) within a community setting. • Participate in all relevant committees and meetings such as Clinical Governance Committee • Contribute towards tender documents, funding applications and project work as required. <p><u>Strategic</u></p> <ul style="list-style-type: none"> • Contribute to, and demonstrate by example, the vision, mission and values • Contribute to the creation and implementation of the Group’s overall long-term strategy and annual business plans, strategic initiatives and key issues • Maintain a strong network across the industry and relationships with suppliers, regulators, clients, and other external stakeholders • Contribute to driving and enhancing long term organisational sustainability and performance. • Utilise research and data analytics to ensure services are efficient, effective and of a high standard. • Identify, implement and communicate continuous improvement opportunities to team and wider organisation 	

People & Culture

- Demonstrate collaborative leadership across the organisation to contribute to ensuring 'one organisation' where multifunctional team performance is optimised.
- Provide management and leadership for employees and volunteers to enable them to achieve their individual and organisational objectives.
- Establish, monitor and evaluate KPIs for direct reports, manage performance accordingly and support ongoing development through appropriate training and development opportunities
- Ensure cultural optimisation through implementing and engaging in cultural programs and embedding these within the team and organisation, including being a leading champion.
- Encourages others to seek opportunities for different and innovative approaches
- Respect and value the diversity of the workforce by helping to prevent and eliminate discrimination in the workplace

Budgeting & Administration

- Deliver on activity based KPI's, reporting monthly on performance against budget and functions of responsibility ensuring delivery of services and support within agreed budgets
- Participate in annual business planning and budgeting, managing resource requirements to ensure appropriate coverage within approved budget
- Ensure all operational and administrative processes are undertaken in accordance with established policies and procedures and documentation and associated processes are maintained and accessible in appropriate formats and designated locations

Key Performance Indicators & Measures: Identified in Business Plans, PDR and Manager.

Key positions or groups with whom the individual will interact to perform the work of the position.

Internal

- Directors / Board Members
- CEO/Executive team
- Leadership team
- All other teams in the organisation

External

- Clients of Allied Health Services
- Sector stakeholders
- Government departments

Key Competencies/Behaviours

Below identifies **KEY** competencies integral to the success of this position and the organisation. For this job classification level key competencies critical for success will be **Strategic & Leadership Behaviours**

Strategic Behaviours

- ☒ **Aligning Performance for Success**
- ☒ **Change Management**
- ☒ **Leading through Vision & Values**
- ☒ **Strategic Decision Making**

Leadership Behaviours

- ☒ **Adaptability/ Agile Approach**
- ☒ **Leading the Team – people centric**
- ☒ **Coaching/developing others**
- ☒ **Delegating Responsibility**
- ☒ **Information Monitoring**
- ☒ **Managing Conflict**
- ☒ **Growth mindset**
- ☒ **Stress Tolerance/Resilience**

Operational Behaviours

- ☒ **Quality & Work Standards**
- ☒ **Communication**
- ☒ **Legislative & Industry Standards**

Work related requirements
<p>Knowledge & Skills (Social, Personal & Technical) & Equipment</p> <p><i>The knowledge necessary to effectively perform in the position. Specific skills or equipment that the person needs to be able to use. Personal attributes/qualities that are important to the success of this position</i></p> <ul style="list-style-type: none"> • Capability to build relationships, effectively negotiate and influence others • Ability to think and act strategically, exercising sound judgement • Capability to build relationships, effectively negotiate and influence others • Implement change management activities, to achieve successful outcomes • Ability to liaise with senior leaders and key stakeholders both internally and externally • Ability to prioritise and meet deadlines, sometimes working with incomplete information • Sound understanding of client relationship management • Sound digital literacy with experience in Microsoft suite, CRM and other related platforms • Sound understanding of relevant Aged Care Standards and Services
<p>Work Experience</p> <p><i>The type and extent of previous work experience that is necessary to perform in the position</i></p> <ul style="list-style-type: none"> • Role/s in similar position and/or industry, with exposure to most of the functional areas encompassed by this role • Strategic, operational, people management, change management or/and stakeholder engagement experience
Consider: Impact, Technical Knowledge, Job/Team Fit, Organisation Fit - Values
Qualifications, Registrations, Clearances & Certifications
<ul style="list-style-type: none"> • NDIS Worker Screening • Degree qualification in Allied Health (Occupational Therapy or Physiotherapy) • AHPRA Registration
<p>Extent of Authority</p> <p>Authority to act within the scope of your position to perform the objectives and requirements of your position as identified within this Position Description and as directed by your Leader. The extent of the authority may alter from time-to-time at the direction of your Leader.</p>
<p>Prepared & Approved By: Rebecca Emery, Lisa Karabin</p> <p>Date Reviewed/Modified: 30/07/2025</p> <p>*All PDs should be sent to P&C for approval and uploading to SharePoint</p>
Related Documents: PD Work Instructions, Key Behaviours Guide
<p>HR Use only</p> <p>Risk Assessed Role - No, not NDIS risk assessed role</p> <p>A) Key personnel role of a person or entity</p> <p>Date the role was assessed: 23/10/2024 Assessed By: Lisa Karabin, People & Culture Manager</p>