



**GENERAL MANAGER HOME
& COMMUNITY SUPPORT**

JOB & PERSON SPECIFICATION

JUNE 2025

Position Description

Position Summary

Position Title:	General Manager, Home and Community Support	Primary Location:	Adelaide CBD
Department:	Home and Community Support	Industrial Instrument:	Non-Award
Division:	Care	Classification:	NA

Job Summary

The General Manager, Home and Community Support is responsible for strategic leadership of Lutheran Homes Groups (LHG's) in home services which includes allied health, domestic care and personal care. The role oversees Restorative Care and Wellbeing Programs, Home Care, and the Commonwealth Home Support Program, ensuring the delivery of high-quality, client-focused services.

The General Manager leads LHG's in home services related growth strategies, proactively expanding service offerings, increasing market share, and enhancing operational efficiencies while maintaining compliance with relevant regulatory, funding, and quality standards.

Reporting Relationships

Reporting to:	Executive Manager, Residential and Home Care
Direct reports:	<ul style="list-style-type: none">• Manager, Allied Health• Rostering and Administration Team Leader• Client Services Manager• Care Manager
Key networks and relationships:	<ul style="list-style-type: none">• General Manager, Residential Care (5 sites)• General Manager, Retirement Living• General Manager, People Services• Deputy, CFO

Key Responsibilities

Leadership

- Lead and inspire a high-performing team capable of supporting growth and service expansion across multiple service lines.
- Foster a dynamic, growth-oriented team culture that embraces change and innovation,

encouraging continuous development and learning.

- Work in conjunction with People and Culture to implement workforce planning and succession strategies to ensure that staffing capabilities are aligned with the organisation's growth trajectory.

Strategic Leadership of Growth

- Develop and execute a strategic growth plan for in home services, identifying opportunities to expand service delivery and increase the organisation's footprint in the sector.
- Lead the organisation's efforts to scale up service provision, adapting to changing legislation, client needs and market demands.
- Collaborate with the LHG Executive team to set annual and long-range growth targets and ensure alignment with the organisation's broader strategic objectives.
- Continuously assess market conditions and emerging trends to identify new opportunities for growth and innovation in service delivery.

Operational Management

- Lead the Department in the expansion of Restorative Care and Wellbeing Programs, Home Care and Commonwealth Home Support Program while maintaining high standards of service quality.
- Implement processes and systems to enable and support the scaling of services, ensuring that operational efficiencies are maintained during periods of growth.
- Ensure all services comply with legislative, regulatory, and funding requirements while achieving performance targets.
- Foster a culture of continuous improvement and agility, enabling teams to respond effectively to rapid changes and growth opportunities.

Financial Management

- Lead financial planning and budget management to support the accelerated growth of services, ensuring sound financial oversight and effective resource allocation.
- Work with the Finance Division to optimise funding and revenue streams, identifying opportunities for cost savings without compromising service quality.
- Ensure compliance with funding agreements, including reporting, service delivery targets, and financial outcomes.

Stakeholder Engagement and Market Positioning

- Build and maintain strong relationships with key external stakeholders, including government bodies, funding agencies, and community partners, to support the growth of services.
- Actively promote the LHG's community services at external forums, positioning the LHG as a leader in delivering high-quality services.
- Build exceptional relationships with LHG's Retirement Living communities, ensuring that LHG services are seen as a trusted and preferred provider.
- Collaborate with internal teams to ensure the integration of community services with other organisational programs, ensuring seamless care for clients.

General Requirements

All Lutheran Homes Group (LHG) employees will:

- Devote their time, attention and skills as necessary to carry out the duties of their position to the best of their ability.
- Act honestly, responsibly, and within delegated authority.
- Maintain a commitment to adhering to all relevant requirements set out in:
 - the [Aged Care Quality Standards](#)
 - the [Code of Conduct for Aged Care](#)
 - the [Work Health Safety Act 2012 \(SA\)](#)
 - the [RTW Act 2014 \(SA\)](#)
- Adhere to all LHG policies, codes, and procedures.
- Meet the requirements of all professional conduct standards and act consistent with LHG values.
- Raise concerns re any potential misconduct or breach of policy, code or procedure as soon as reasonably practicable, and in accordance with LHG policy and guidelines.
- Follow the reasonable and lawful directions of management.
- Seek new and better ways of doing things, and work collaboratively in developing and implementing improvements.
- Be willing to work across other LHG sites, as may be reasonably required.
- Maintain the privacy and confidentiality of consumers and organisational information.
- Declare any actual or potential conflicts of interest promptly.
- Responsibly use all resources, considering costs and environmental impact

Working Safely

Employees must:

- Take reasonable care to ensure that their acts or omissions do not adversely affect the health and safety of other persons.
- Report hazards, accidents, injuries and 'near miss' incidents to their manager immediately and complete any safety related documentation within 24 hours. Assist in incident investigations, and risk mitigation as required.
- Actively participate in consultation regarding matters that may affect their health and safety.
- Work collaboratively to assist workers to remain at or return to work as soon as possible following injury or illness.

Special Conditions

- This role is considered [Key Personnel for Aged Care](#) and required to meet the associated suitability matters
- This role is considered a NDIS risk assessed role and is required to have a current NDIS Worker Clearance
- A current Australian driver's licence (P2 or above) and a willingness to drive is essential.
- Specify any professional qualifications, registrations or licenses that are a mandatory requirement of the role.

Skills, Experience and Knowledge

Skills / Aptitude:

- Strategic thinker with the ability to drive growth in a fast-paced, complex service environment.
- Strong financial acumen with experience in managing budgets, optimising funding, and achieving financial targets during periods of expansion.
- Excellent interpersonal and communication skills, with the ability to engage and influence stakeholders at all levels.
- Demonstrated leadership skills, with the ability to inspire and manage teams through rapid growth and change.
- A strong commitment to quality, safety, and client-cantered care.

Experience:

- Extensive experience in a senior leadership role within community services, aged care, or a related health sector, with a proven track record of driving rapid growth.
- Demonstrated experience in managing and expanding service delivery across multiple, diverse programs, including Home Care and restorative services.
- Proven experience in leading large-scale growth initiatives, with the ability to manage rapid change and scale operations effectively.

Knowledge:

- Strong knowledge of funding models, regulatory requirements, and accreditation standards relevant to aged care and community services.



HOW TO APPLY

Applications including a cover letter and CV should be addressed to Bernie Dyer and Andrew Reed.
Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8827.

Please Note

Your application will be automatically acknowledged by a return email.