



**GENERAL MANAGER, RESIDENTIAL CARE
(HORSHAM)**

JOB & PERSON SPECIFICATION

JUNE 2025

Position Description

Position Summary

Position Title:	General Manager, Residential Care (Horsham)	Primary Location:	Horsham
Division:	Care	Industrial Instrument:	Non-Award
Department:	Horsham Residential Aged Care Facility	Classification:	N/A

Job Summary

The General Manager, Residential Care provides strategic and hands-on leadership at Lutheran Homes Group's Horsham Residential Aged Care Facility (RACF). Responsible for the delivery of high-quality, person-centred care, the General Manager plays a key role in fostering a culture of performance, accountability, and continuous improvement.

This role leads a multidisciplinary team and is accountable for operational excellence, regulatory compliance with the Aged Care Quality Standards, and strengthening connections with the local community. The General Manager will positively influence both the resident and employee experience by promoting collaboration and delivering care and support services that reflect the organisation's values.

Reporting Relationships

Reporting to:	Executive Manager Residential and Home Care
Direct reports:	Director of Nursing Business Manager Finance Manager Maintenance Manager Retirement Living Manager (indirect report)
Key networks and relationships:	LHG Executive LHG Senior Leadership team Manager, Quality & Compliance General Manager, People Services

Key Responsibilities

- **Strategic and Operational Leadership**

- Lead the overall strategic direction and operational management of the Horsham RACF.
- Collaborate with the Executive Manager, Residential & Home Care to implement organisational strategies and drive service excellence.
- Ensure the effective planning, monitoring and achievement of budgetary and performance targets.
- Represent the site and LHG in internal and external forums, supporting a strong presence in the local community.

- **Leadership and Culture**

- Build and lead a high-performing, engaged team aligned to LHG's values.
- Promote a collaborative and inclusive workplace culture, with a focus on learning, development, and capability uplift.
- Model authentic, values-driven leadership that supports psychological safety, professional growth and team wellbeing.
- Champion professional development and succession planning for all team members.
- Support and promote a safe physical and psychological working environment

- **Care Quality and Compliance**

- Ensure the RACF meets or exceeds the Aged Care Quality Standards and related legislation.
- Work closely with the Quality and Compliance team to proactively monitor clinical performance and respond to risks or gaps in care.
- Support the Director of Nursing to maintain best-practice care delivery, ensure appropriate skill mix, and respond to clinical indicators.
- Drive a continuous improvement culture that is responsive to resident, family and staff feedback.

- **Resident Experience and Engagement**

- Ensure residents are empowered to exercise choice and participate in co-design of their care and home environment.
- Foster strong, respectful communications and relationships with residents, families, and community partners.
- Oversee the implementation of inclusive and enriching lifestyle programs aligned to residents' preferences and cultural backgrounds.

- **Organisational Alignment and Integration**

- Actively connect and collaborate with LHG's corporate functions and support services to ensure the Horsham staff and residents are receiving optimal support, systems and a safe living and working environment (e.g. Finance, People and Culture, Quality, ICT, WHS).
- Ensure site-based systems, processes and people practices are aligned to broader LHG policies and strategic directions.
- Partner with Rostering and People Services to ensure appropriate coverage and efficient workforce utilisation.

- **Governance and Risk**

- Maintain effective systems for reporting, risk mitigation, audit and compliance monitoring.
- Ensure documentation, reporting and incident management meet internal and regulatory requirements.
- Lead or participate in accreditation processes and quality reviews with confidence and integrity.

Optimise employee engagement

- Lead by example
- Reduce employee turnover
- Supervise and provide guidance to direct reports to ensure they understand their responsibilities and perform to the best of their abilities.
- Encourage and support development of direct reports including providing on-going monitoring and constructive feedback to build on their strengths.
- Do everything reasonably practicable to prevent inappropriate behaviour harassment, bullying and discrimination.
- Oversee employee performance appraisals and facilitate professional development.
- Ensure employee and volunteer grievances, complaints and interpersonal conflicts are managed according to LHG's policies

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 [Occupational Health and Safety Act 2004](#)
 - the [Occupational Health and Safety Regulations 2017](#)
 - 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.
- Use their best endeavours to actively promote LHG, its interests and reputation.
- 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 a current NDIS Worker Clearance is required.
- May on occasion need to work flexible hours to meet high demand. Time off to be taken in lieu of payment for overtime
- May include work based travel, after hours on-call, attendance at a variety of different work locations

Skills, Experience and Knowledge

Qualifications:

- A current AHPRA Registration is highly desirable, however, consideration may be given to someone with extensive clinical governance knowledge and experience.
- Tertiary qualifications in Business Management and/or extensive experience in business management and leadership – *Desirable*

Skills / Aptitude:

- Skilled in leading teams, providing feedback, managing conflict, and supporting individual and team development.
- Proven ability to balance long-term strategic planning with day-to-day operational execution, ensuring alignment with organisational goals and resident outcomes.
- Demonstrates structured thinking and effective time management to lead across multiple functions and competing priorities in a dynamic environment.
- Confident in working autonomously while also engaging collaboratively with internal teams and external stakeholders.
- Ability to remain focused and professional when managing competing demands within a fast-paced, high-pressure environment.
- Proven interpersonal and communication skills with the ability to build effective relationships both internally and externally and to work collaboratively with a diverse range of people.
- Maintains professionalism and clear judgement when managing complex situations or high-pressure demands.

Experience:

- Builds trusted relationships with staff, residents, families, and external partners; communicates with clarity and influence.
- Extensive knowledge and experience in all aspects of the operation of residential aged care facilities
- Demonstrated success in building high-performing, engaged teams and shaping a values-driven, learning-oriented workplace culture.
- Strong track record of preparing for and navigating Aged Care Quality Standards accreditation and compliance processes, ideally with experience in leading quality improvement initiatives.
- Experience in collaborating with central corporate functions such as finance, quality, HR, and rostering to align site performance with broader organisational goals.

Knowledge:

- In-depth understanding of the Aged Care Quality Standards, the Aged Care Act, and the regulatory obligations for residential aged care providers.
- Strong working knowledge of person-centred care principles and how to embed them into clinical practice, service design, and team culture.
- Awareness of operational and financial management practices in a residential care setting, including workforce planning, budgeting, and risk mitigation.

For Administrative purposes only:

ANZCO:	Enter code	Jobfit assessment required:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Approval date:	Enter date	Position Description number:	Enter number



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.