



GENERAL MANAGER – RESIDENTIAL SERVICES

JOB & PERSON SPECIFICATION

OCTOBER 2025

POSITION DESCRIPTION

Position:	General Manager – Residential Services
Type/Classification:	Salary National Employment Standards (NES)
Location:	Barossa Village Residency
Supervisor/Manager:	Chief Executive Officer
Last updated	October 2025

Position Summary

The General Manager, Residential Services at Barossa Village provides strategic and operational leadership across the organisations Residential Aged Care facility. The role focuses on promoting wellbeing, ensuring high quality care, maintaining regulatory compliance and driving financial performance. Success in this position leads to improved resident outcomes through customer focussed care and the on-going delivery and development of services that align with the Barossa Village's purpose and values. **Values: Collaboration, Creative Thinking, Courage and Compassion.** As part of the Executive Management Team, the role is responsible for delivering strategic advice to the CEO and Board Members to ensure long term sustainability of Residential Aged Care services provided by the organisation.

Responsibilities

The General Manager Residential Care is responsible for ensuring the smooth running of the Barossa Village's Residential Aged Care facilities as a member of the Executive Management Team and in collaboration with the wider organisation through the leadership and management of a multi-disciplinary team by bringing:

- **Strategic leadership:** Developing and implementing strategic goals; fostering a culture of innovation, growth and continuous improvement; building and maintaining strong relationships with internal and external stakeholders; identifying and mitigating risks that may impact the facility's future operations; and ensuring that resources are used efficiently.
- **Operational oversight:** Facility management and performance monitoring; resource allocation; service delivery; ensuring a safe and healthy work environment for all; and crisis preparation and management.
- **People Management:** Employee recruitment and retention; team leadership and motivation; training and development; people performance management; and workplace culture and employee wellbeing.
- **Quality Assurance, Innovation and Compliance:** Monitoring and evaluation of quality outcomes; driving continuous improvement and growth through innovation; ensuring regulatory compliance; policy and procedure development and Implementation; and ensuring positive accreditation and audit outcomes,
- **Governance:** Collaborate with the Barossa Village Board and Clinical Governance Committee and other operational forums to ensure alignment between operational practices and organisational governance requirements. Provide reports and updates on facility performance and strategy.
- **Communication and stakeholder management:** Maintenance of resident and family relations; engagement with the local community; and effective internal communications.

POSITION DESCRIPTION

Key Relationships

Reporting to:	Chief Executive Officer
Direct Reports:	Clinical Services Manager, Infection Control Nurse, Chef Manager, Housekeeping Supervisor, Wellbeing Lead & Residency Reception
Working with:	Executive Team, Residency Employees, Corporate Services, External agencies and regulators, Residents & Families

Performance Goals

- Resident Care & Satisfaction – 90% satisfaction rate in surveys and feedback
- Compliance & Accreditation – 100% compliance with audits
- Employee engagement & Retention – 85% employee retention rate
- Financial Performance – Exceeding budget framework and operating within delegations
- Occupancy Management – At least 95% occupancy rate
- Risk & Incident Management – Reduce clinical incidents and their effective management within guidelines.
- Continuous Improvement – Implement a minimum of (3) initiatives per year

Skills and Experience

- Significant experience in senior management roles within the Aged Care sector (+ 5 years) with Residential Aged Care and Clinical Care experience preferred.
- Strong knowledge of the Aged Care sector and contemporary issues relating to the industry.
- Demonstrated experience in leading a multi-disciplinary team in a health care environment.
- Demonstrated experience in risk management & quality improvement.
- Demonstrated experience in financial management, budgets and strategic planning.
- Experience in effectively working and reporting to a Board.

Personal/Other Attributes

- Excellent leadership, communication and interpersonal skills.
- Strong problem-solving abilities and decision-making skills.
- Ability to manage multiple priorities in a dynamic, fast paced environment.
- Commitment to providing high quality care that respects the dignity and needs of residents.
- Understanding of company values, vision and essential behaviour criteria.



HOW TO APPLY

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

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.