



## Job Description & Competencies

### Community Aged Care Unit Manager

**TERM:** Full time, 35 hours or 5 days per week until 30 June 2027. (extension dependent on funding. Refer to Salary and Employment Conditions on page 4 for more information)

**ACCOUNTABILITY:** This position is accountable to the Chief Executive Officer. (Refer to the Organisational Chart).

**DIRECT REPORTS:** Staff and volunteers.

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#### 1. PRIMARY JOB PURPOSE

The position is responsible for managing and overseeing community-based programs and initiatives for seniors run by Arab Council Australia (ACA), which currently includes the Arabic Seniors Social and Information Network (ASSIN) service. The position is also responsible for supporting service growth by maximising and extending ACA's services for seniors in line with the organisation's strategic directions.

The Community Aged Care Unit Manager will be responsible for:

- Planning, directing and coordinating the activities of the Community Aged Care Unit;
- Monitoring project budgets in relation to organised activities;
- Supervising staff including Seniors Group Coordinators, Coordinator Support Workers, and volunteers;
- Identifying and creating opportunities for increased exposure and new business for seniors either through strategic partnerships, government funded programs and services, social enterprise or through commercial fee for service opportunities; and
- Ongoing liaison with the broader ACA team.

#### 2. SPECIFIC DUTIES

##### 2.1. *Project Implementation and Management*

- 2.1.1. Manage all projects within the unit to deliver their outputs and outcomes including but not limited to the ASSIN Service.
- 2.1.2. Co-ordinate and develop seniors' projects that report to the position, ensuring that the team works collaboratively with other teams in Council.

- 2.1.3. Monitor the financial situation of projects and in consultation with the Operations and Administration Unit to ensure that expenditure is within approved budgets.
- 2.1.4. Oversee and co-ordinate the preparation of reports, papers and other documentation developed by staff.
- 2.1.5. Ensure the maintenance of accurate records about all aspects of the service provided by the unit, for example service statistics, clients and participants data, staff request for leave, incident reports, progress and achievements and other relevant information so to facilitate ongoing planning, development and evaluation of the unit.
- 2.1.6. Provide written progress reports to the Chief Executive Officer and the Board on the activities undertaken by projects and by the position and prepare other reports relevant to the projects and funding bodies ensuring that deadlines are met.
- 2.1.7. Provide support, leadership and direction to projects' staff, volunteers, trainees and students on placement, including ongoing supervision, orientation, performance appraisal and training.
- 2.1.8. Coordinate the recruitment process of projects' staff, volunteers and interns and develop job descriptions and work programs as necessary.
- 2.1.9. Manage, coordinate, and support staff, volunteers and interns and students and provide them with supervision, orientation, performance appraisal and professional development as necessary.
- 2.1.10. Ensure that team meetings are taking place in accordance with Council's Internal Communications Policy and actively participate in staff and managers' meetings.
- 2.1.11. Maintain an ongoing evaluation process of projects and services that report to this position.
- 2.1.12. Maintain up to date information about issues that Arabic speaking background seniors face, taking into account their values, skills and resources to overcome current challenges.
- 2.1.13. Initiate, develop, implement and evaluate activities and projects in line with the aims and objectives of the Unit taking into account the identified needs of communities.

## **2.2. Stakeholder Relationships**

- 2.2.1. Identify, target, develop and liaise with appropriate service providers and community services and develop strategic alliances that will enable ACA to deliver relevant project objectives.
- 2.2.2. Participate and positively represent ACA in relevant networks, forums and events with the view of promoting ACA services, advocating on issues and establishing joint initiatives.
- 2.2.3. Facilitate relevant projects' Steering/Reference Groups (where any) to harness input from relevant stakeholders.

- 2.2.4. Develop, implement and monitor an organisational strategy across marketing, business development and promotional plans in conjunction with the CEO and the fundraising committee.

### **2.3. Other relevant duties:**

- 2.3.1. Actively participate and provide practical assistance to ACA's activities, services and events where required, for example AGMs, cultural awareness seminars etc.
- 2.3.2. Attend relevant and approved training and staff development programs, staff meetings, staff appraisals and organisations planning sessions as required.
- 2.3.3. Perform other duties to ensure that all aspects of the services provided by the Community Aged Care Unit are achieved.
- 2.3.4. Perform other duties as requested by the Chief Executive Officer.

## **3. REQUIREMENTS OF THE POSITION**

- a) Capacity and willingness to work within the ethos of Arab Council Australia
- b) High commitment to work ethics
- c) Satisfactory Criminal History
- d) Current First Aid Certificate
- e) Driver's license and access to a comprehensive insured vehicle
- f) Availability to work extended hours, weekends or evenings, as required.

## **4. JOB COMPETENCIES**

### **4.1. Qualification and Experience**

- a) Relevant tertiary qualification i.e. Social Work, Community Work, Aged Care etc
- b) Demonstrated experience in community development
- c) A minimum three years' experience in managing community-based services, coordinating and supervising small teams.
- d) Experience in working with CALD communities and a good understanding of issues affecting Arabic speaking background communities.
- e) Proven track record of having effective and productive relationships with stakeholders.
- f) A good track record of meeting targets and prioritising work.

### **4.2. Skills and abilities**

- a) Self-directed ability to achieve individual, team and organisational goals.
- b) Sound administration and organisational skills including the adherence to deadlines and the ability to work individually and as part of a team.

- c) Sound understanding of networks available and ability to utilise them effectively.
- d) High level communication and interpersonal skills and is fluent in both Arabic and English.
- e) Has very good written English skills including the ability to prepare reports, funding submissions, correspondence etc.
- f) Competence in MS Office programs, particularly Word, PowerPoint, Excel, and Outlook

## **5. SALARY AND EMPLOYMENT CONDITIONS**

Employment conditions are as per the modern Social, Community, Home Care and Disability Services Industry Award (SCHCADS).

This position is for 35 hours per week. Salary is paid fortnightly and is at Level 5 up to Paypoint 3 of the SCHCADS Award. 12% employer superannuation contribution, and 1.7% Long Service Leave contributions, travel allowance, other relevant entitlements along with some above Award conditions also apply.

Attractive Salary Packaging benefits are available.

## **6. HOW TO APPLY**

Please refer to the “What You Need to Know When Lodging Your Job Application” document for more details and requirements.

Send your CV with a written application addressing the above competencies and outlining your experience, skills and capacity to fulfil this position by 5pm on **Wednesday 20<sup>th</sup> May 2026** to:

The Chief Executive Officer  
Arab Council Australia  
email: [info@arabcouncil.org.au](mailto:info@arabcouncil.org.au)

*May 2026*