

## POSITION DESCRIPTION

### Interim General Manager In-Home and Community Service

#### ABOUT SPECTRUM

Spectrum Migrant Resource Centre Ltd (Spectrum) is a not-for-profit organisation, delivering culturally appropriate and responsive services to people with migrant and refugee backgrounds predominantly living in the Northwest Metropolitan region of Melbourne. Our service areas include migration and settlement, family relationship and parenting, social and economic inclusion, aged care, disability, and family carers.

**Our Vision** An inclusive Australia, a place where cultural diversity and community connection enhances the lives of all.

**Our Mission** We work together with people from migrant and refugee backgrounds, supporting their aspirations to arrive and settle well, stay connected, age with dignity and shape their own futures.

**Our Purpose** For everyone to 'feel at home'

#### Our Values

**Belonging:** We create spaces and foster relationships where people feel seen, heard and accepted.

**Respect:** We lead with empathy and care, always putting our people first, championing diversity and inclusion.

**Connection:** We work in partnership with people, communities and sectors to foster shared connections for the greatest impact.

**Excellence:** We are transparent, honest and accountable in all that we do.

#### POSITION CONTEXT

Spectrum supports people from refugee and migrant backgrounds throughout their settlement journey and across their lives in Australia through specialist multicultural services and strong sector partnerships.

The General Manager, In Home and Community Services leads Spectrum's Multicultural in Home and Community Service and is responsible for implementing a scalable, high-quality service delivery model. The role oversees planning, service quality, compliance and accreditation, ensuring all contractual and funding obligations are met.

Working closely with the Executive and leadership teams, the role strengthens current service lines, identifies growth opportunities, and contributes to the development of a sustainable operating model informed by staff and clients with lived experience of cultural diversity, aligned with Spectrum's vision and strategy.

#### POSITION INFORMATION

<b>Location</b>	Level 5, 61 Riggall Street, Dallas, 3047 or Sunshine
<b>Award</b>	<a href="#">Social, Community, Home Care and Disability Services Award</a>
<b>Classification</b>	Remuneration will be negotiated individually and reflects the seniority and interim nature of the role
<b>Employment Period</b>	Interim period- 2 months
<b>Hours of Employment</b>	Flexible- 3 days to full time

**KEY RESPONSIBILITIES**

<b>Strategy and Leadership</b>	<ul style="list-style-type: none"> <li>• Provide effective interim leadership of the In Home and Community Services portfolio</li> <li>• Maintain continuity, stability and performance across aged care and disability services</li> <li>• Streamline service delivery and operational processes where required</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Lead, support and coach senior and line managers</li> <li>• Promote accountability, clear communication and a positive safety culture/ just culture</li> <li>• Support leaders through change and transition</li> </ul>
<b>Quality, Compliance and Risk</b>	<ul style="list-style-type: none"> <li>• Ensure all contractual, regulatory, quality and accreditation requirements are met</li> <li>• Oversee continuous improvement, incident management, reporting and audits</li> <li>• Embed client-centred, culturally responsive practice across services</li> </ul>
<b>Strategy and Transition</b>	<ul style="list-style-type: none"> <li>• Contribute to organisational planning and service sustainability</li> <li>• Identify risks, opportunities and priorities for handover</li> <li>• Support transition planning for ongoing leadership and service continuity</li> </ul>
<b>Financial and Performance Oversight</b>	<ul style="list-style-type: none"> <li>• Monitor budgets, performance targets and resource allocation</li> <li>• Ensure services operate within agreed financial and operational parameters</li> <li>• Maintain effective contract and funding management</li> </ul>

**KEY SELECTION CRITERIA**

<b>Qualifications &amp; Experience</b>	<ul style="list-style-type: none"> <li>• Tertiary qualification in management, business, health or a related field</li> <li>• Senior leadership experience in aged care, disability and/or community services</li> <li>• Strong understanding of quality, accreditation and compliance frameworks</li> <li>• Demonstrated commitment to culturally responsive and inclusive service delivery</li> </ul>
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**KEY RELATIONSHIPS**

<b>Department</b>	Aged and Community services
<b>Reports to</b>	CEO

**KEY SYSTEM AND EQUIPMENT USAGE**

<ul style="list-style-type: none"> <li>• Microsoft Windows Office Suite</li> <li>• Gold Care/ Lookout</li> </ul>
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**ADDITIONAL INFORMATION**

<b>Work Health &amp; Safety</b>	<p>All employees are required to take reasonable care for their own health and safety and that of other employees who may be affected by their conduct and are required to report all incidents and injuries as well as cooperating with measures introduced in the workplace to improve health and safety.</p> <p>Prior to any person being appointed to this position it will be required that they disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect their ability to perform the normal duties of this position. Such a disclosure will enable Spectrum to make reasonable adjustments to the work environment to ensure you work safely and productively.</p>
<b>Australian Work Rights</b>	All employees must be permanent residents of Australia or hold a current, valid visa.
<b>National Criminal History Check</b>	All offers of employment are subject to a satisfactory National Criminal History Check (NCHC) & Statutory Declaration.
<b>International Criminal History Check</b>	All offers of employment are subject to a satisfactory International Criminal History Check (as required). An International Criminal History Check will be required for individuals who have lived overseas for 12 months or more in the last 10 years.
<b>Health Care Worker status</b>	<p>A</p> <p><a href="https://spectrummrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw84O7Ej5AB1AWQI-vPFA2T_UKJ_90IUg?e=r64Arg&amp;isSPOFile=1">https://spectrummrc.sharepoint.com/:w:/g/EZQ6N9fuQp1Fqmw84O7Ej5AB1AWQI-vPFA2T_UKJ_90IUg?e=r64Arg&amp;isSPOFile=1</a></p>
<b>MARAM responsibility level</b>	<p>Foundational knowledge</p> <p><a href="#">summary of MARAM responsibilities by role .docx</a></p>
<b>Working with Children Check</b>	All staff and volunteers working with children are required to have and provide a current Working with Children Check (WWCC) before commencing employment.
<b>NDIS Worker Screening Check</b>	All staff and volunteers working with people with a disability are required to have and provide the NDIS Worker Screening check before commencing employment.
<b>Policies &amp; Procedures</b>	All employees must abide by the organisation's Policies & Procedures.

**OTHER RELEVANT INFORMATION**

This Position Description is a guide only and is not intended to be an exhaustive or exclusive list of the duties attached to this position. The Position Description is subject to review and modification by the manager, in discussion with the role holder.