

Position Information

Position Title	Program Manager, Disability and Aged Care
Program	NDIS Outreach and Support Coordination; Aged Care Support at Home and Transitional Care Program
Reports to	Executive Manager, Services
Direct reports	Team Leader - NDIS; Team Leader - Home Care Packages (Support at Home)
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 6

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of support, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The Program Manager, Disability and Aged Care reports to the Executive Manager - Services and will have responsibility for working with the disability and aged care programs to ensure successful delivery of services.

Programs include:

- NDIS Support Coordination: helps NDIS participants to understand and implement their NDIS plan and connect with the right services and supports
 - NDIS Supports: supporting people to live the life they choose by building on their abilities, promoting independence, and strengthening connections with family, friends, and cultural or community networks.
 - NDIS Recovery Coaching: person-centred, strengths-based approach to supporting people with a Psychosocial disability through a practical and personalised support plan
 - Bougainvillea Centre: a welcoming space where people come together to build skills, improve wellbeing, and enjoy social connection through creative, practical, and community-focused programs and activities
 - Support at Home: helping people live well and independently in their own homes through flexible supports such as domestic assistance, meal preparation, gardening, home maintenance, transport, and personal care.
 - Transitional Care Program: supports recovery after a hospital stay in peoples own homes by providing short-term care for up to 12 weeks.
- The Program Manager, Disability and Aged Care will take broad direction from the Executive Manager - Services to ensure the effective management of programs in alignment with quality and budget requirements. This will include facilitating regular program reviews that seek to improve the efficiency, quality and sustainability across the services we deliver.

The Program Manager, Disability and Aged Care will provide leadership and supervision to the Team Leaders of these programs, building operational capability and capacity, and driving delivery of outcomes aligned to TeamHEALTH goals.

At times the Program Manager, Disability and Aged Care may be required to provide support or assistance to other areas within TeamHEALTH which may involve travel, including occasional overnight stays.

Key Result Areas

1. Program management

- 1.1 Working closely with the Executive Manager Services to ensure the successful operation of the TeamHEALTH Disability and Aged Care programs, ensuring that they realise organisational goals and operate within budget and timeframes.
- 1.2 Provide leadership and supervision to the Team Leaders, building capacity and capability, driving delivery of outcomes aligned to TeamHEALTH goals.
- 1.3 Establish and monitor protocols around intake, assessments and exit of participants referred to the program to enable timely decision making and in accordance with the existing guidelines.
- 1.4 Develop and implement strategies to improve overall program performance
- 1.5 Ensure that programs operate in accordance with TeamHEALTH policies and procedures, are of a high standard or quality, and comply with legislative and regulatory frameworks and standards
- 1.6 Ensure that programs are person-centred, respond to participant feedback and are delivered in culturally competent, inclusive and respectful ways to meet diverse needs of participants including
- 1.7 Participate in the end-to-end review of programs, working closely with subject matter experts and external consultants to realise improvements and efficiencies, and to enact recommendations that build quality and sustainability.

2. Relationship Management

- 2.1 Foster and maintain effective and professional working relationships with key external stakeholders, complementary service providers, Government and non-government agencies to implement programs.
- 2.2 Work collaboratively with TeamHEALTH staff, sharing lessons learned and drawing on the experience of others.

3. Administration and reporting

- 3.1 Ensure that all internal and external reporting is accurate and completed within timeframes required by TeamHEALTH and/or funders and accreditation bodies.
- 3.2 In consultation with the Executive Manager – Services, develop and manage the relevant program budgets, assets and expenditure, ensuring appropriate Policy, Procedures and Reports are completed within established timeframes and delegation levels.
- 3.3 Assist the Executive Manager- Services in proposals to expand/enhance the existing programs and supports offered.
- 3.4 Advise Team Leaders on opportunities to improve financial performance and quality assure financial reporting to the Executive Manager, Services.
- 3.5 Actively participate in regular support and supervision with the Executive Manager, including continued professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages First Nations applicants and those with lived experience of mental illness.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's License.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

1. Demonstrated experience in the delivery of government-funded programs in the social services/health/mental health sector
2. Demonstrated team leadership including the ability to build a positive and high performing team and a learning culture
3. Demonstrated ability to manage NDIS funding and reporting requirements, Aged Care Strengthened Quality Standards and Aged Care legislation.
4. Demonstrated ability to identify opportunities and deliver improvements to program efficiency, quality, productivity and sustainability
5. Proven leadership skills and experience with the capacity to manage and support operational Team Leaders.
6. Demonstrated ability to build relationships and communicate effectively with key stakeholders including community members, community services and government departments
7. Advanced problem-solving skills, with a strong understanding of risk and financial management
8. Highly organised and able to manage competing priorities within a dynamic yet resource-constrained environment.

Desirable for Position

9. Experience and knowledge of the National Disability Insurance Scheme and Support at Home programs
10. Tertiary qualifications in Community Services, Aged Care, Disability and / or Management.

Position Description Approval

Approved by	Gilliann Frew, Executive Manager – Services
Date approved	24 October 2025
Signature	