

POSITION DESCRIPTION

Position Title	Manager – Service Planning and Coordination		
Team	Diverse Care		
Classification	SCHADS Level 6	Employment Status	Full time Ongoing
Position reports to	Senior Manager Diverse Care		
Number of direct reports	Three		
Location	Southeast Melbourne		
Last revised on	September 2026		

A. Who We Are

Southern Migrant Resource Centre (SMRC) is a community-based agency providing services to migrants and refugees living in the southern region of Melbourne, including the local government areas of City of Greater Dandenong, City of Casey, Shire of Cardinia, and surrounding suburbs.

SMRC supports the settlement of newly arrived refugees and provides community-based services for migrants and refugees through in-language social and economic participation and health and wellbeing programs.

The Southern Migrant and Refugee Centre (SMRC) commenced operating in 1993 delivering support services for migrants and refugees in the Southern Region of Melbourne. SMRC is governed by an elected Board of Directors and is a registered charitable organisation.

The organisation is a specialist in providing settlement and community services to culturally and linguistically diverse people dedicated to enabling refugees and migrants to achieve their goals and aspirations.

The workforce teams are divided into Health and Wellbeing, Settlement Services, Diverse Care and Corporate Services to ensure a high impact and client centred service.

Joining SMRC will give you the opportunity to develop your career while using your energy and skills to make a difference in the lives of people living in our community.

The CORE VALUES/Unique characteristics are:

- **Integrity** | We are open, honest, and transparent, and consistently strive to do the right thing.
- **Compassion** | We are inclusive and employ empathy, kindness, and a commitment to treating others as equals in all we do.
- **Accountability** | We are individually and collectively responsible and hold each other and ourselves to account for our decisions, actions, performance, and behaviour.
- **Respect** | We embrace diversity, and we respect and value the rights, strength, opinions, and experiences of the individuals and communities with whom we work.
- **Excellence** | We set and achieve ambitious goals and we take pride in the delivery of high-quality services that have a positive impact.

B. Position Objective

The Manager, Service Planning and Coordination (Diverse Care) is responsible for leading and overseeing the planning, coordination, and delivery functions of the organisation's community-based care services. This role will combine business skills with a strong sense of social purpose, helping grow our services, build trust with clients, and support excellent working conditions for our staff.

The role will include oversight of the organisation's provision of brokered aged care and disability support services across Melbourne's southeast via our on-demand labour hire service, established as a high-quality

purpose-driven social enterprise. In doing so, you will support aged care providers with a reliable, skilled workforce, and create meaningful, inclusive employment opportunities for CALD workers facing barriers to work.

This role will address social, economic, and environmental challenges through innovative and sustainable programs and business practices that deliver strong commercial outcomes. You will ensure that programs and services are aligned with organisational goals, regulatory requirements, and community needs, fostering high-quality and client-centred care. The manager will work closely with internal teams, external stakeholders, and community partners to enhance service accessibility, efficiency, and integration.

C. Key Responsibilities

SCHADS 6 Award Characteristics of this level –

- Limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.
- Expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices.
- Required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.
- Positions at this level will require responsibility for decision-making in the work area and the provision of expert advice.
- They may be required to undertake the control and co-ordination of a program, project and/or significant work area.
- Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Employees will be required to understand and implement effective staff management and personnel practices.

Core Responsibilities of the role

- Lead the development and execution of business development plans for Diverse Care, in consultation with the Senior Manager, to achieve agreed growth targets.
- Undertake a sector analysis focusing on identifying service gaps and the development of new services, including assessment of best practice programs within Australia.
- Actively participate in business development, networking activities and pursuing partnerships with external stakeholders to build new client base and improve service coordination and delivery, referral pathways, and local collaboration.
- Ensure compliance with the Labour Hire Licensing Act (VIC), Fair Work Act, and Aged Care Quality Standards
- Drive collaboration across internal teams to integrate wrap-around services and minimise program duplication.
- Lead service design and redesign activities that respond to client, community and sector needs, ensuring services are evidence-informed, culturally responsive, financially sustainable and aligned with organisational objectives, regulatory requirements and quality standards.
- Monitor and evaluate programs to ensure they meet client needs and organisational objectives

- Implement best practices in service coordination to streamline workflows and improve client outcomes
- Lead, mentor and support a team
- Meet and monitor KPIs and Service Level Standards, taking corrective action when necessary
- Assist in the budget planning and financial oversight of programs
- Advocate for staff and clients' needs as relevant and promote SMRC and its services
- Contribute towards identification and management of risks and exposure to ensure compliance with contract and service agreement where applicable and SMRC policy and management processes.
- Support marketing activities including contribution to marketing strategies and activities through provision of advice and program insights.
- Programs will support interculturalism within established and new and emerging communities.

Team Responsibilities

- **Aged Care Accreditation:** Support the program's accreditation process and ensure all services align with the Aged Care Quality Standards
- **Accountability for KPIs:** Ensure the appropriate supervision and performance development of staff, including setting and monitoring KPI's, and/or managing a waiting list/active hold where required for programs. Service performance meets or exceeds KPIs, aiming for no less than 98% as specified in the service contracts.
- **Project proposals:** Contribute to the development of funding proposals, tenders, service models, research and innovation
- **Collaboration & Co-Design:** Work with SMRC teams, communities, and agencies to build a positive and collaborative team environment to avoid program duplication and co-design initiatives that promote and enhance economic and social participation and well-being for eligible consumers.
- **Relationship Building:** Foster positive relationships through role modeling, practical support, and participation in program activities and events.
- **Communication:** Effectively communicates and maintains professional relationships with consumers, staff and key stakeholders
- **Team Support:** Contribute to a positive and collaborative team environment and encourage a positive work environment conducive to quality assurance and high-performance standards. Assist other team members during high-demand periods or staff absences.
- **Strategic Plan Execution:** Ensure operational objectives align with and are executed according to the Senior Coordinator's direction, contributing to the strategic plan's success.
- **Continuous Improvement:** Lead, Develop and Motivate team members in a dynamic and complex environment, ensuring efficient and responsive service delivery, whilst contributing to continuous improvement.
- **Consumer confidentiality and dignity:** Ensure a culture of inclusion and respect for consumers, supporting consumers to exercise choice and independence and respects consumers' privacy. Understands systems and policies for protection of consumer.
- **Innovation and Initiative:** Support team to turn ideas into tangible outcomes, including setting objectives, defining tasks, allocating resources, and establishing timelines.

Key Selection Criteria

Qualifications

- Bachelor's degree in social work, Health Administration, Public health, Business or related field
- Background in aged care, community services, business management, or labour hire
- Experience in aged care workforce and compliance standards is essential to this role

- Proven experience (5+ years) in senior leadership, business development or strategic management
- Minimum of 3 years' experience in service planning, case management or community care coordination.

Key Knowledge Areas – Role specific

- Strong business acumen to develop and grow sustainable social enterprise.
- Proven skills in managing staff engaged in the delivery of care services in a multi-disciplinary setting
- Excellent interpersonal and relationship-management skills, with experience in establishing and managing effective sector partnerships
- Experience, knowledge and understanding of Aged Care sector and upcoming sector reform
- Comprehensive understanding of effective program delivery, including what constitutes a high-quality, client-centred program that supports wellbeing, independence and reablement outcomes.
- Demonstrated ability to support significant change management, including implementation of new service models, systems, processes and ways of working while maintaining service continuity, staff engagement and quality outcomes.
- Demonstrated experience in leadership and team management
- Multi-lingual to assist with translation/interpretation and/or experience working with translation services (desired)
- Demonstrated experience and knowledge about issues affecting older CALD consumers
- Demonstrated experience and knowledge of performance management, including supervision and appraisal process
- Conflict management, experience in managing challenging situation and conflict resolution.
- Actively demonstrate an understanding of the importance of personal and professional boundaries, ethical behaviour, policies, and procedures

Key Knowledge Areas – General

- Demonstrable knowledge and experience in delivering exceptional customer service
- Time Management - Prioritises work; demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met.
- Exceptional information technology skills including competency in Microsoft 365 applications, including Outlook, Teams, CRM and CMS systems.
- Data literacy and skills, ability to maintain accurate records and extract data from a variety of systems for monitoring and reporting purposes.
- Written Communication – Prepare accurate reports and documents when required; provide clear, accurate and timely electronic (email) messages and responses.
- Openly shares information, participates and contributes to team discussions.
- Support and maintains a positive approach to change and adapts to new or different ways of working.
- Demonstrate SMRCs Values in all work and communications.
- Understanding of National Principles for Child Safe Organisations,

Requirements

- Current Victorian drivers' licence and own vehicle

Staff reporting to this position

Team Leader Workforce x 1

Service Planning and Coordination officers x 2

Responsibilities & Conditions of Employment

SMRC is an Equal Opportunity Employer (EEO) and encourages applications from people of culturally and linguistically diverse backgrounds, including people from Aboriginal, Torres Strait Island heritage and people with lived experience of disability.

SMRC believes in protecting the safety, rights and wellbeing of children including the expression of cultural beliefs and identity.

SMRC strongly believes in the promotion of gender equality and respect for relationships.

SMRC staff may be invited to represent SMRC in external communications, including but not limited to videos, photos, and interviews. Participation is entirely voluntary. Manages own risk and ensures that risks are identified and reported in own work context.

All SMRC People must

- Contribute to Occupational Health & Safety (OHS) objectives by reporting hazards and incidents immediately to an OHS representative, committee member or manager. Employees must behave in a manner that fosters safe working practices.
- Adhere to policies and procedures which aim further culturally safe, inclusive and respectful work practises.
- The staff member may be required to perform other duties as directed, in accordance with training, skills and experience.
- Participate in professional development by actively participating in staff development workshops and training programs.
- The staff member must comply with child safety standards and policies.

Important Information

SMRC offers:

Salary Sacrifice: Employees have the option to access salary sacrifice through an external provider. Staff on a full time or part time contract can access tax free salary packaging.

Christmas break: SMRC offers all staff time off between Christmas and New Year's Day, up to 3 days leave, without leave loading.

All appointments to the SMRC are subject to the following:

- Police Check (not older than 6 months)
- Employee Working with Children Check (not expired)
- NDIS Worker Screening Check (not expired)

Please visit the SMRC website at www.smrc.org.au or for further information contact the People and Culture Team on 03 9767 1900 or at hr@smrc.org.au.

Employee Signature

I have read, understood and accept the above position description.

Employee Name

Employee Signature

Date

Manager Name

Manager Signature

Date