

# Senior Coordinator Quality, Compliance and Strategy – Aged Care Services

## Position Description



<b>Position number</b>	402033
<b>Directorate</b>	Age and Children's Services
<b>Department</b>	Aged Care Services
<b>Immediate Supervisor</b>	Executive Manager – Aged Care & Children's Services
<b>Supervising Position(s)</b>	Coordinator – Quality Clinical Governance Coordinator – Reports and Compliance
<b>Level</b>	PS3

### Position Approval

Ainsley Roscrow  
Executive Manager –  
Aged Care & Children's  
Services

29.05.2026

Review and Approval Date

### Position Objective

Lead compliance oversight across aged care service delivery, ensuring alignment with Aged Care Standards, legislative requirements, and funding obligations. Drive accurate performance reporting, data governance, and risk mitigation to strengthen accountability and continuous improvement. The position also partners with key stakeholders to support workforce sustainability and system integrity.

### Key Duties and Responsibilities

- Lead the reporting and analysis of service performance against funding key performance indicators (KPIs), ensuring alignment with funding obligations, endorsing data accuracy, and leveraging insights to inform strategic planning, funding optimisation, and continuous improvement initiatives.
- Establish and maintain high-impact relationships with internal and external stakeholders, including funders, auditors, and senior leadership, ensuring strong external accountability and leveraging partnerships to enhance service outcomes and influence broader Aged Care strategies.
- Drive workforce planning in collaboration with the Executive Manager by leading recruitment, selection, staff induction, and onboarding, building a skilled, compliant, and sustainable workforce aligned with organisational goals.
- Provide strategic leadership and professional development to staff, fostering a culture of accountability, compliance, growth, and high performance, while embedding strong governance practices across systems, data, and service delivery.
- Oversee Client Management System governance, ensuring system integrity, appropriate access, and effective use, while determining system priorities, endorsing changes, managing risks, and leading system improvement initiatives in consultation with key stakeholders.
- Lead the development, approval, and review of policies, procedures, and quality standards in consultation with the Executive Manager, Senior Coordinator Aged Care Operations, Compliance and Reports and Compliance Coordinator and Quality Clinical Governance Coordinator, ensuring alignment with best practice and regulatory frameworks.
- Represent the department in cross-functional initiatives and interagency forums, contributing to organisational strategy, system reform discussions, and alignment with emerging Aged Care priorities.
- Perform additional strategic and operational duties as delegated by the Executive Manager Aged Care and Children's Services, supporting the achievement of departmental and organisational objectives.

### Skills and Attributes

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- Proven ability to work independently with a strategic focus on service development, performance reporting, funding compliance, and stakeholder engagement within the Aged Care sector.
- Exceptional attention to detail, ensuring accuracy and quality in all aspects of work.
- Extensive experience in the Aged Care industry, with comprehensive knowledge of the Aged Care Quality Standards and associated regulatory frameworks.
- Strong leadership and people management capabilities, with a demonstrated ability to effectively coach, mentor, and support staff development.
- Well-developed planning, time management, and organisational skills, with the ability to manage competing priorities and meet deadlines.
- High-level interpersonal, written, presentation, and negotiation skills, with the ability to engage confidently and professionally with diverse stakeholders.
- Sound understanding of budgeting principles and financial management practices relevant to aged care service delivery.
- Ability to work both autonomously and collaboratively within multidisciplinary teams, demonstrating initiative and accountability.
- Demonstrated competency in conflict resolution and change management, with the capacity to lead teams through evolving service and regulatory environments.

### Role Requirements

#### Essential

- Degree in Individual Support, Community Services or Home Care, or working towards these qualifications combined with experience working in a similar role.
- Extensive experience in the Aged Care industry and familiarity with the Aged Care Standards and regulatory framework.
- Current NT Driver's License
- Current Ochre Card and Criminal History Check

#### Desirable

- Certificate IV in Training and Assessing, or Leadership and Management
- An appreciation of the challenges involved in managing a diverse workforce within a not-for-profit environment.
- Relevant case management knowledge/experience to provide support to care delivery within our communities.

### Travel Requirements

This position is based in Alice Springs and approximately 75% of work time will require travel work in remote communities – including overnight and extended stays – in the MacDonnell Regional Council area of service.

### Physical Requirements

#### The role requires the following physical aspects:

- Sitting and/or standing for extended periods
- Working indoors in an office environment
- Manual handling of objects below 10Kg
- Travel in light aircraft or by 4WD vehicle on unsealed roads for lengthy periods

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### Employee Declaration

I have read and fully understood the position requirements as outlined in this document.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

### Position Reporting Structure

