

Role Description



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| Role title: | Classification: |
| Area Manager – Transition to Home | RN3 |
| Division/Business unit: | Reports to: |
| Disability and Specialised Services, Clinical and Specialised Services | Assistant Director |

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| Role purpose: |
| <p>The Area Manager is a role within Clinical and Specialised Services and is accountable to the Advanced Nurse Manager and Assistant Director for:</p> <ul style="list-style-type: none"> • Utilising clinical knowledge and experience to plan and provide the pivotal coordination of person-centred services and systems for participants, , who require transitional community housing and support after leaving hospital, prior to moving to longer term accommodation ensuring timeliness, quality, efficiency and alignment with NDIS Practice Standards, and other relevant practice and industry standards. • Managing and monitoring business systems, strategies, resources and programs that support the delivery of high-quality, cost-effective services to meet organisational standards and targets. • Providing clinical and care governance for the Transition to Home Service including Support Workers, nursing services, and visiting allied health, health and disability service providers • Leading, managing and supporting the multi-disciplinary team to achieve operational goals and objectives, utilising clinical expertise to guide and strengthen practice quality, support complex participant needs, and ensure safety, evidence-based service delivery across the area. • Building and maintaining strong internal and external relationships, fostering collaboration with health and disability providers, DHS teams and other stakeholders to enhance participant experiences and outcomes for people living with disability, their families and carers and community • Accepting accountability for the outcomes of practice and multidisciplinary outcomes in the specific practice setting; for addressing inconsistencies between practice and policy; and for developing team performance and a positive work culture in the interest of consumer outcomes |

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| Key outcomes and accountabilities: |
| <ol style="list-style-type: none"> 1. Provide clinical leadership, direction, modelling, coaching and professional guidance to the multi - disciplinary team utilising advanced nursing expertise to facilitate consistent, safe and evidence-based models of care, projects and service provision that support transitioning participants from hospital to home in a timely manner, organisational objectives and the organisational strategic plan. 2. Implement, maintain and review clinical governance and accountability frameworks at the area level that supports best practice, service innovation and optimisation. This includes the delivery, implementation, review, and continuous improvement of effective quality management, practice and safeguarding, risk management, and audit processes and systems, and contributing to strategic management decisions and service development. 3. Drive quality, compliance, improvement to participant experience and clinical safety, at Transition to Home locations by monitoring data and feedback, incidents and complaints, coordinating the audit program, conducting spot checks, implementing improvement actions, and addressing high risk or sensitive matters. |

Key outcomes and accountabilities:

4. Build, maintain and lead strong stakeholder relationships by engaging effectively with participants, guardians, families, health, disability and community partners and other agencies, ensuring service delivery is responsive, respectful and person centred, and promoting opportunities for disability agencies (government and non-government) to work in partnership.
5. Manage area budgets within approved delegations by allocating financial and staffing resources in accordance with participant and operational requirements, monitoring and reporting operational and financial performance, identifying emerging issues, trends and risks and initiating corrective action where required.
6. Plan and manage overall workforce strategies, priorities, work standards and the allocation of work unit resources for the area, in collaboration with business partners including workforce planning, recruitment, onboarding, rostering, performance management, workplace culture, employee and industrial relations, employee engagement, professional development, workplace health and safety, return to work and staff compliance requirements.
7. Lead WHS and safeguarding practices across the area by identifying and addressing risks, ensuring timely incident investigations and corrective actions and ensuring staff complete required WHS training to support safe and compliant service delivery.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Some intrastate and interstate travel may be required.
- Some out of hours work may be required.
- Participate in a rotating on-call roster that meets the needs of the service.
- Will hold and maintain a contemporary professional practice learning and practice experience that underpins a demonstrable application of knowledge and skills commensurate with the level and type of practice expected of the role.
- Work at this level requires at least 3 years post registration experience.
- Registered or eligible for registration as a nurse by the Nursing and Midwifery Board of Australia and who holds, or who is eligible to hold a current practicing certificate

Key Relationships/Interactions:

- Advanced Nursing Manager
- Assistant Director
- Team Leaders (direct reports) and their teams within the designated region
- Participants and their families/guardians and carers

- Manager Quality
- Manager Client Engagement
- Allied Health Professionals and other health and community service providers
- Other government departments involved in disability, health and community
- Consumer and community groups
- Union organisations (as required)

Budget/Delegations:

Human Resources Delegation - Level 4
Financial Authorisation - Level 5

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: (Skills, experience, knowledge, attributes)

1. **Clinical Knowledge Base** – demonstrate knowledge of Contemporary Nursing Practice and Quality Assurance Activities as it relates to disability services, including the Australian Nurses and Midwifery Council (ANMC) National Standards for Practice for the Registered Nurse and the requirements of the Health Practitioner Regulation National Law (South Australia) Act 2010.
2. **NDIS Knowledge** – Demonstrate an understanding of the NDIS, including its principles, funding structure, and compliance requirements, and ability to apply this knowledge to ensure high-quality service delivery, effective participant support, and adherence to regulatory obligations.
3. **Management Experience** – demonstrated ability to utilise influence-based leadership to proactively guide service delivery, manage resources effectively, and lead cultural and organisational change in alignment with business priorities and service objectives.
4. **Professional Leadership and Clinical Expertise** – demonstrated capability to provide professional leadership and clinical expertise aligned with management responsibilities, to support high standards of practice, capability development, and consistent, person-centred service delivery.
5. **Relationships, Partnerships and Networks** – proven capability to develop and maintain productive working relationships and networks across government, agencies, community groups, participants, families and carers to support integrated service delivery and improved participant outcomes.
6. **Budgeting and Financial Management** - Manage current budget and financial resources by monitoring expenditure, analysing financial performance, developing cost effective solutions and providing financial reports,
7. **Accountability and Decision Making** – proven ability to take responsibility for actions and decisions, demonstrating sound judgement, transparency and the ability to clearly articulate and justify decisions

made within area of responsibility, evaluating all available information and taking action in line with organisational policy and values and service standards

8. **Change Management** – Demonstrated knowledge and/or experience involving leading and facilitating organisational transitions, including supporting teams through change processes by ensuring smooth implementation of changes, managing employee concerns and resistance, and fostering a culture of adaptability and continuous improvement.

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Qualifications:

Essential: Registered as a Registered Nurse with AHPRA and holds, or is eligible to hold, a current practising certificate.

Desirable: A tertiary qualification in Leadership and Management or equivalent industry experience.

Key leadership competencies and expected behaviours at this classification:**Promotes strategic thinking and change**

- Creates a shared vision and mission for the BU.
- Inspires and influences others to assume ownership BU goals.
- Leads teams in aligning their priorities within a broader organisational and political context.
- Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change.
- Identifies and analyses difficult and complex problems that have organisation-wide impact.

Achieves objectives

- Delivers results and improvements to meet BU objectives by translating ideas into concrete plans.
- Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs.
- Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous.
- Interprets and abides by the laws, regulations and policies determining BU activities.
- Takes accountability for team/BU success and manages others to achieve outcomes.
- Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement.
- Integrates technical expertise into the BU to achieve its objectives.

Leads business excellence

- Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives.
- Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met.
- Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching.
- Inspires innovation and ongoing learning, and plans strategically to meet BU goals.
- Drives outstanding customer service by enabling team members to anticipate client needs.
- Empowers others to use resources effectively.



Builds genuine partnerships

- Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals.
- Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions.
- Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion.
- Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels.
- Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders.
- Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

- Maintains the highest level of integrity to embed ethical practice and organisation’s values into the culture.
- Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.
- Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.
- Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.
- Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.
- Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:

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| Assessed by: Andrew Beckmann, HR Change Partner |  | Date: 25 March 2026 |
| Approved by: Natasha White, Director, Clinical Services |  | Date: 25 March 2026 |