

POSITION DESCRIPTION

Adelaide Vintage Health (AVH) Business Manager

RESPONSIBLE TO: Chief Executive Officer (CEO)

REPORTING TO: GPcare Practice Manager

SUMMARY OF THE BROAD PURPOSE OF THE POSITION AND ITS RESPONSIBILITIES / DUTIES

The AVH Business Manager is responsible for the strategic leadership, operational management, financial performance and sustainability, and continued growth of AVH's residential aged care medical and allied health services.

The role provides end-to-end oversight of AVH operations, ensuring the delivery of high-quality, sustainable, and responsive services across Residential Aged Care Homes (RACHs). The position is responsible for fostering strong stakeholder relationships, driving business development opportunities, supporting workforce capability, and ensuring services operate in accordance with organisational, contractual, and regulatory requirements.

REPORTING / WORKING RELATIONSHIPS

- Accountable to the Chief Executive Officer for achieving the expected outcomes of the position and practising within the philosophy of Summit Health and its aims, policies and protocols.
- Reports to the GPcare Practice Manager.
- The AVH Business Manager role sits within the GPcare Unit.
- AVH Support Officers will report to this position.
- The AVH Business Manager is a member of the Summit Health Leadership Group and is expected to contribute actively and positively to this group.
- Participates in the organisation's Performance Management Program which is conducted on a regular basis.

CULTURE AND EXPECTATIONS

All employees are expected to contribute positively to the organisation by displaying the values and expectations contained within our Cultural Framework (Appendix A at the end of this document).

VALUES

DO NO HARM – CONTINUOUSLY IMPROVE – COLLABORATE

Summit Health is a learning organisation that continually evolves and adapts to opportunities. We operate in a high-trust environment. To support this, all employees must promote and adhere to our values and expectations.

SPECIAL CONDITIONS

- Some out of hours work may be required
- Possession of a current valid driver's licence is essential

- Use of own motor vehicle is expected, for which reimbursement of kilometres will be paid according to the current Enterprise Agreement
- Employment is subject to a satisfactory Department of Human Services Working With Children Check.
- Mandatory vaccinations may be required (or appropriately endorsed exemptions) as determined by legislation or individual RACFs

STATEMENT OF KEY RESPONSIBILITIES

1. Strategic Leadership & Service Performance

- Provide strategic leadership and direction for AVH services in alignment with Summit Health's organisational vision, mission, and values.
- Develop, implement, and monitor business plans, service initiatives, and growth strategies to ensure sustainability and service excellence.
- Monitor operational performance, service utilisation, and key performance indicators, providing reporting and recommendations to GPcare Practice Manager.
- Identify opportunities for innovation, continuous improvement, and enhanced service delivery models within the aged care sector.

2. Operational Management & Service Delivery

- Ensure the effective day-to-day operation of AVH services across all participating Residential Aged Care Homes (RACHs).
- Oversee workflows, operational processes, escalation pathways, and service coordination to ensure efficient and responsive service delivery.
- Liaise with GPcare Practice Manager, GPs, Allied Health Clinicians, and support teams regarding operational matters, process improvements, complaints, and service issues.
- Ensure RACHs adhere to AVH policies, procedures, and agreed service expectations when engaging with AVH GPs, Allied Health Clinicians, and support staff.

3. Financial & Commercial Accountability

- Oversee the financial performance, sustainability, and revenue growth of AVH services.
- Support budget development, financial monitoring, and resource planning in collaboration with GPcare Practice Manager.
- Identify commercial opportunities, financial risks, and service efficiencies within the aged care market.
- Support the management of contractual arrangements and service agreements with Residential Aged Care Homes.

4. Stakeholder Engagement & Relationship Management

- Develop and maintain strong, collaborative relationships with Residential Aged Care Homes, industry stakeholders, clinicians, and community partners.
- Act as a key relationship contact for AVH services, managing stakeholder engagement, enquiries, and service-related matters.

- Lead engagement with RACH executive and leadership teams and decision-makers to support long-term partnerships and service growth.
- Represent AVH and Summit Health at industry meetings, networking events, conferences, and other relevant forums.

5. Workforce Leadership & Capability Development

- Lead recruitment and workforce planning initiatives for GPs and Allied Health Clinicians to support service demand and strategic growth.
- Support workforce engagement, capability development, succession planning, and retention strategies.
- Provide leadership oversight and guidance to operational support roles and teams associated with AVH services.
- Foster a positive, collaborative, and accountable team culture aligned with Summit Health values.

6. Business Development & Growth

- Identify and pursue opportunities for growth and expansion of AVH services, including metropolitan Adelaide, Adelaide Hills, and rural South Australian regions.
- Develop and manage business development initiatives from concept through to implementation.
- Build networks within the aged care and healthcare sectors to strengthen community engagement and service opportunities.
- Work collaboratively with the Summit Health Senior Management Team to develop and implement engagement and growth strategies.

7. Governance, Risk & Quality

- Ensure services operate in accordance with organisational policies, regulatory requirements, contractual obligations, and quality standards.
- Support governance processes relating to risk management, complaints management, quality improvement, and service compliance.
- Contribute to the development and review of operational policies, procedures, and service frameworks.
- Promote a culture of accountability, quality, safety, and continuous improvement across AVH services.

General

- Demonstrates commitment to the principles of operation contained in the Summit Health Quality Manual.
- Advocate our vision to all stakeholders.
- Operate within the delegated boundaries of the position.
- Attend and actively contribute (where applicable) at staff / unit meetings.
- Identify opportunities and participates in own professional development.

Work, Health Safety (WHS)

- The employee has a responsibility, under the WHS Act (SA 2012), to ensure their own health and safety at work along with their fellow employees.
- The employee has a responsibility to abide by the organisation's WHS policies and relevant direction as set out in the Quality Manual.

PERSON SPECIFICATION

Essential Requirements

Education

- No formal qualifications are required however relevant qualifications will be well regarded

Experience

- Demonstrable ability and experience in a senior operational, business management, practice management, or healthcare leadership role.
- Experience managing complex healthcare or aged care service operations with responsibility for service delivery, workforce coordination, and stakeholder management.
- Proven experience developing and maintaining strong professional relationships with external stakeholders, partners, and service providers.
- Experience leading teams and supporting workforce performance, engagement, and capability development.
- Demonstrated experience in business development, service growth, and identifying opportunities for operational improvement.
- Experience managing competing priorities, resolving operational issues, and implementing practical solutions in a dynamic environment.
- Strong understanding of governance, compliance, quality improvement, and risk management principles within healthcare or aged care settings.
- Experience managing complaints, escalations, and sensitive stakeholder matters with professionalism and discretion.

Skills / Abilities

- Highly developed leadership, communication, and interpersonal skills.
- Strong strategic thinking and business acumen with the ability to translate strategy into operational outcomes.
- Ability to build credibility and influence across all levels of an organisation and with external stakeholders.
- Strong organisational and time management skills with the ability to manage multiple priorities effectively.
- Sound decision-making, problem-solving, and conflict resolution skills.
- Ability to work both autonomously and collaboratively within a leadership environment.
- Commitment to continuous improvement, innovation, and high-quality service delivery.
- High level of professionalism, integrity, and accountability.

Desirable Requirements

Education

- N/A

Experience

- Experience within the aged care, primary healthcare, or community health sector.
- Experience working with Residential Aged Care Homes (RACHs) and an understanding of the aged care environment and regulatory landscape.
- Experience overseeing financial performance, budgeting, or commercial operations.
- Experience leading service expansion, contract management, or organisational change initiatives.
- Experience representing an organisation within industry networks, forums, or partnership discussions.

Skills / Abilities

- Knowledge of Best Practice medical software
- Knowledge of information management principles



Summit Health Cultural Framework
TO DO NO HARM – TO CONTINUOUSLY IMPROVE

Appendix A

		EXPECTATIONS							
		Be Customer Centric	Be Accountable	Be an Engaging Communicator	Problem Solve	Be Collaborative	Be Adaptable and Resilient	Inspire Leadership	Strategic Innovation
INDICATORS	<ul style="list-style-type: none"> • Wanting to deliver value • Striving to ensure customer satisfaction • Deliver on your 'promise' • Anticipate customer needs • Build relationships at every opportunity • CONTINUOUSLY IMPROVE 	<ul style="list-style-type: none"> • Offer and embrace innovative solutions • Take ownership - its ok to make mistakes if we learn from them • Celebrate the achievements! • Be open and transparent • Communicate all progress to your manager and peers • Encourage a solutions-oriented culture • DO NO HARM 	<ul style="list-style-type: none"> • Ask questions and listen to understand • Use positive language • Acknowledge other viewpoints • Understand the views of others before acting • Be clear and concise with your intent, ideas and feelings • Shape the opinions of others by applying these traits 	<ul style="list-style-type: none"> • Analyse the problem not just from your perspective • Consider the options • If you've thought it through, back yourself to make the decision • Make the decision consistent with our values and Strategic Plan • Be creative - think outside the square • Proactively address potential problems • Anticipate • Become the expert in your domain 	<ul style="list-style-type: none"> • Be a team player • Embrace diversity • Acknowledge other viewpoints • Be consultative • Seek consensus where possible • Encourage 'we' language • Be a custodian of team culture • Identify gaps in team culture • Appreciate our great culture, colleagues and opportunities to work and grow 	<ul style="list-style-type: none"> • Accept change and embrace challenges • Be calm under pressure • Take annual leave - recharge batteries • See feedback as an opportunity to grow yourself • Take up prof. development opportunities • Be persistent • Recover quickly from setbacks • Demonstrate emotional agility • Enjoy your work 	<ul style="list-style-type: none"> • Foster and support teamwork - eliminate silos • Lead by example • Develop engaged people and teams • Navigate issues calmly • Cultivate trust • Create an environment for people to thrive in • Inspire discretionary effort • Read the emotional context of a situation • Acknowledge effort not just outcomes 	<ul style="list-style-type: none"> • Innovate in line with the big picture • Be agile in adapting to changes • Always consider other options • Factor in our future goals 	