

Role Description

Office Manager



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| Organisation | Elouera Home Support |
| Location | Wollongong Office |
| Employment Type | This role is intended as a permanent opportunity. It will commence on a casual basis, with a strong opportunity to transition to permanent part-time, within three (3) months, subject to performance and business requirements |
| Hours | Monday to Friday, 9:30am – 5:00pm (35 hours per week) |
| Reports To | Managing Director & Finance Manager |
| Direct Reports | Office Coordinator, Business Support Assistants & Region Managers (where applicable) |
| Role Function | Operational Leadership, Compliance Management, Workforce Coordination and Business Growth |
| Date of Approval | February 2026 |
| Organisation website | www.elouerahomesupport.com.au |

Primary purpose of the role

Provides operational leadership across administrative, workforce, compliance and growth functions to ensure Elouera Home Support delivers consistent, high quality and compliant services. This role strengthens systems, supports sustainable expansion, and fosters a positive, accountable, and professional workplace culture. The Office Manager ensures that as the organisation evolves, structures, processes, marketing initiatives and people remain aligned with regulatory requirements, operational excellence and person-centred service delivery.

Key accountabilities

| What | Key accountabilities |
|---|---|
| Operational leadership | <ul style="list-style-type: none"> Provide day-to-day operational oversight of office and administrative functions. Establish and maintain structured systems that promote efficiency, accountability, and service consistency. Monitor reporting standards and operational performance indicators. Lead and support administrative staff to ensure role clarity, workflow efficiency and professional conduct. |
| Workforce coordination & capacity management | <ul style="list-style-type: none"> Oversee rostering and scheduling to ensure effective and compliant service coverage. |

- Monitor service demand and anticipate workforce capacity requirements.
- Support recruitment coordination, onboarding processes, and workforce adjustments.
- Respond proactively to urgent roster changes while maintaining quality and staff wellbeing.

Compliance & governance

- Ensure adherence to organisational policies and relevant regulatory requirements.
- Maintain audit readiness through accurate documentation and compliance monitoring.
- Identify risks and escalate concerns appropriately to senior leadership.
- Promote a culture of integrity, confidentiality, and ethical practice.

Business growth, marketing & continuous improvement

- Support sustainable business growth through system refinement and process optimisation.
- Assist in developing and coordinating marketing initiatives to strengthen brand visibility and referral pathways.
- Build and maintain relationships with support coordinators, hospitals, and community partners to increase referrals.
- Contribute to community engagement activities and promotional efforts aligned with organisational values.
- Support expansion planning into new regions through structured operational and marketing preparation.
- Encourage innovation and continuous improvement across administrative and service delivery processes.

Communication & stakeholder management

- Maintain clear and professional communication across teams and service locations.
- Strengthen relationships with clients, families, referrers and community partners.
- Ensure documentation and communication reflect Elouera's values and professional standards.
- Contribute to a positive team culture through consistent and respectful engagement.

Key challenges

- Managing competing operational priorities within a dynamic multi-site service environment while progressing strategic growth initiatives.
- Maintaining consistent workforce coverage, regulatory compliance, and service quality while supporting staff wellbeing and engagement.
- Strengthening and refining systems, processes, and structures during periods of expansion and operational change.

- Leading organisational change with clarity and confidence while fostering a positive, accountable, and supportive team culture.

Mandatory requirements

| Requirements |
|---|
| Valid National Police Check |
| Current First Aid and CPR Certificate |
| Working With Children Check |
| Eligibility to work in Australia |
| Evidence of required vaccinations (as applicable) |

Key relationships

Internal

| Who | Why |
|---|---|
| Managing Director/Finance Manager | Provide operational updates, escalate risks, and collaborate on strategic and growth initiatives. |
| Office Coordinator/Administrative Team/Region Managers. | Lead, mentor, and maintain accountability across workflows, compliance standards, and performance expectations. |
| Support Teams across multi-site service environment (Support Workers and Registered nurses) | Coordinate rostering & service requirements and support compliance and documentation standards. |

External

| Who | Why |
|-----------------------------------|---|
| Clients/Families | Provide a responsive and professional experience that strengthens trust and continuity of care. |
| Care Partners/Community/Referrers | Strengthen referral pathways and maintain professional relationships to support business growth. Coordinate services, monitor delivery, and maintain accurate records. |
| Regulatory Bodies | Support compliance reporting and respond to information requests where required. |

Role dimensions

- Responsible for operational coordination across a multi-site service environment.
- Oversees workforce scheduling, compliance documentation, marketing coordination, and administrative systems.
- Contributes to the refinement of systems, continuous process improvement, and the maintenance of consistent, high quality service delivery within a growing care-based organisation.
- Supports organisational growth, audit readiness, and quality assurance processes.
- Provides leadership and direction to administrative and support teams.
- Works closely with senior leadership to support operational performance, marketing initiatives, and strategic implementation.

Capabilities for the role

| Capability | Description |
|---|---|
| Operational Leadership | Exhibits a high level of professionalism, emotional intelligence, and resilience, with demonstrated experience leading administrative and operational functions, confidently managing pressure and changing priorities in a dynamic office setting. |
| Systems Proficiency | Strong proficiency in Microsoft Office and administrative systems, with the ability to maintain structured reporting, documentation, and operational records. |
| Rostering & Workforce Planning | Experience in scheduling, workforce coordination, and service capacity management. |
| Compliance Knowledge | Understanding of regulatory requirements within care or community services. |
| Business Development & Marketing Awareness | Ability to support referral growth, community engagement and brand visibility initiatives. |
| Strategic Thinking | Ability to balance operational detail with long-term growth objectives. |
| People Management | Ability to lead, mentor and positively influence staff performance and workplace culture. |
| Communication & Professionalism | Clear communication style with high standards of integrity, accountability, professionalism, and ability to positively influence others. |
| Organisation & Prioritisation | Demonstrated ability to effectively manage competing deadlines, multiple stakeholders, and shifting priorities while maintaining accuracy, efficiency, and professional standards. |
| Problem Solving | Ability to identify operational risks and implement practical and sustainable solutions. |