

Job Description – Manager, Support and Care

Job title	Manager, Support and Care
Team	Support and Care
Reports to	General Manager, Programs and Operations
Direct reports	Health Engagement Officers (4), National Volunteer Team Leader (1)
Key internal relationships	Healthcare Relations Manager, Office Manager, Marketing and Communications team, Volunteers
Key external relationships	Service users, organisations in the low vision sector, university placement programs, contracted vendors (projects)
Budget accountability	Contributes to budget planning and monitoring for program and education activities
Decision making	Make recommendations for service changes or process improvements and escalates decisions to management.
Date created/last reviewed	First created in 2021 Reviewed in July 2025
Contract Timeframe	Ongoing

Who we are

Macular Disease Foundation Australia (MDFA) is a national charity with the purpose of reducing the impact of macular disease - the leading cause of blindness and severe vision loss in Australia. The 1.9 million people affected by macular disease in Australia are at the centre of the work we do.

Our purpose is to reduce the impact of macular disease through (i) supporting and caring for people living with macular disease; (ii) advocating on behalf of the community to government; (iii) funding research; and (iv) raising community awareness and promoting early detection of macular conditions.

At Macular Disease Foundation, we believe it's the sum of our parts – the great individuals who are in each role - that underpins our ability to achieve big goals as a small organisation. Meeting our targets is important but so is how we get to them. That's why we collectively commit to behaving in ways that demonstrate our values.

Kindness, caring and inclusivity

Together, we create an honest environment that allows us to notice, understand, and care for each other.

Accountability

Being responsible and owning our commitment to ourselves, our community, and our team.

Curiosity and learning

As an organisation, we acquire knowledge through study, experience, and teaching. We seek to explore new ideas to challenge the status quo.

Excellence and impact

We work to make a change and shape the future. We strive for high-quality service to achieve tangible improvements for people with macular disease.

Primary purpose of this role

The Manager, Support and Care plays a key operational role in supporting the delivery of MDFA’s programs as part of our support and care strategic pillar. Working under the guidance of the General Manager, this position provides day-to-day coordination and guidance to a small team, ensuring services are delivered effectively and in line with organisational goals.

This role contributes to planning, monitors service delivery, and supports continuous improvement through data collection and reporting. The role has a direct responsibility to supervise and develop team members. It also oversees volunteer engagement, liaises with sector partners, and contributes ideas for service enhancements. The role supports innovation and collaboration within established frameworks and escalates strategic decisions to senior management.

Key Responsibilities	Core Functions
Daily management of service delivery	<ul style="list-style-type: none"> Manage the 1800 Helpline team to deliver high quality information and support to people diagnosed with macular disease. Coordinate with relevant subject matter experts to develop and maintain accurate information for services and manage approval processes. Manage the team to implement existing programs/services and contribute to planning new initiatives. Manage data collection and reporting on services to understand reach and impact. Collaborate with partners to coordinate evaluation activities. Coordinate and monitor project activity to meet established contract deliverables. Contribute ideas for service improvements and coordinate resources to implement approved initiatives. Identify and oversee opportunities to engage people with macular disease in service design or to provide feedback to continually improve the organisation’s services. Contribute to promotional activities to extend the reach of MDFA services. Support team contributions to planning activities and assist in tracking project progress.
People management	<ul style="list-style-type: none"> Develop and support a team of high performing staff, including documentation of performance reviews, professional development, and training. Develop and maintain a culture of innovation and excellence to meet organisational goals and better service those at risk of, and living with, macular disease.

Volunteer Management	<ul style="list-style-type: none"> • Oversee the volunteering function within the organisation. • Oversee data collection and reporting for the volunteer workforce.
Quality, compliance and reporting	<ul style="list-style-type: none"> • Follow organisational policies and procedures to ensure compliance. • Identify and report risks and quality issues to management and make suggestions for remedial action. • Monitor team performance against internal policies and procedures and assist in maintaining systems for service delivery. • Collect and report on data about service outputs e.g. Board reports, government reports.
Sector collaboration	<ul style="list-style-type: none"> • Liaise with service providers and suggest opportunities for collaboration that might better support the macular disease community. • Share sector intelligence with the team on complementary services or initiatives that may be of value to our community. • Oversee the maintenance of complementary service register so we can more effectively link our community to services that will support them or enhance their quality of life.

Note: Duties and responsibilities may vary over time depending on business needs

Selection Criteria

Essential qualifications and skills

- Degree qualified preferably in public health, eye health, social sciences, community management or related discipline and a commitment to ongoing learning and professional development.
- At least three years' experience overseeing a service in the for-purpose or health sector managing a team to deliver against measurable outcomes.
- Proven experience managing people and projects with consideration to compliance, quality and risk management.
- Excellent interpersonal and communication skills with the confidence to effectively engage with community members, staff and other key stakeholders.
- Ability to problem solve and make recommendations for solutions.
- Familiarity with, or willingness to learn, the application of behaviour change principles that support program participants to make positive health changes.
- Demonstrated experience using a CRM system for record management and reporting.

Personal Attributes

- Demonstrates accountability for self and for team and motivated towards ongoing improvement.
- Highly organised with an ability to work independently as well as in cross-functional projects.

Desirable

- Experience working in a not for profit and/or eye health organisation.
- Experience managing a multidisciplinary team.
- An understanding of program logic frameworks and evaluations.
- Experience in consumer health education.
- Experience with Salesforce.

NOTE: All applicants must be prepared to complete a national police check as a condition of their employment. All employees undergo a police check every five years during employment.

Macular Disease Foundation Australia is an equal opportunity employer that strives to act with integrity and to embrace diversity and inclusion in the workplace. All recruitment and promotion of employees will be based on merit regardless of sex, race, marital status, sexual orientation or religion. We aim to recruit a diverse range of people with a diverse range of talents to help us achieve our goals, including those with vision loss.