

Manager Community Services

Position

This position is within Community Services. It may be part of the Child & Family, Ageing or Disability portfolio. Managers may be required to provide leadership over a range of community services, or the position may be offered as a specialisation for a particular service type. Services may include:

In the Child & Family portfolio:

- Child & Family services
- Mental Health services
- Community Programs
- Early Childhood services
- Women & Family Health services
- Out of Home Care services
- Post Adoption services.

In the Ageing portfolio:

- Home Support services
- Respite & Access Centre.

In the Disability portfolio:

- Clinical services.

- This position reports to the Director, Operations
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position has direct reports, positions vary
- This position has the following direct reports:

This position is designated Band 5 under the *Schedule of Authorities and Delegations*

- This position is a budget holder This position has designated revenue targets
- This position may be offered as an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance (when designated Child & Family)

Purpose

The purpose of this position is to provide effective operational management and leadership of a designated service or grouping of services, aligned to the vision, values and strategy of The Benevolent Society. The position is accountable for the full range of operational outcomes including service and practice quality, financial performance, people leadership and risk management.

Focus

To achieve this purpose, the position holder would typically

- Embed The Benevolent Society's vision and values into the culture of the service, by creating a line of sight between employees, their work, and organisational objectives
- Embed a high performance culture into the service, by clearly articulating organisational, service and individual expectations and ensuring each team member is held accountable for their success in their position
- Embed commercially effective and sustainable practices into the service through effective financial management, service delivery, achievement of operational objectives, and strong local brand recognition
- Provide effective people leadership that promotes employee engagement through the communication of clear expectations, enable the team to do their work effectively, provide clear and regular communication and feedback, provide regular recognition, develop talent, and provide timely and effective management and resolution of issues and concerns
- Build and maintain a community and local industry profile and network, clearly identify and communicate the client and employee value proposition to ensure growth and reputation of our services and meet agreed client numbers, referrals, revenue and growth and talent targets
- Effectively contribute to the leadership of the community services team through collaboration to ensure a whole of business approach to service delivery

- Contribute to and lead the implementation of improved service and practice frameworks and models, to ensure alignment with client needs and expectation, research and evidence based practice, compliance and regulatory requirements, and enhanced client outcomes
- Identify and foster opportunities for partnership and growth
- Ensure compliance with internal and external standards including accreditation standards and/or guidelines, professional and clinical practice standards, work health & safety standards and contract compliance
- Identify, monitor, report and mitigate operational risks, incidents and complaints/feedback, reporting to Director, Operations when service may be at risk
- Effectively manage service resources through proactive planning, process and systems management
- Champion and effectively manage the implementation of change initiatives, targeting enhanced services for clients and participants, using endorsed project and change management methods
- Set and achieve agreed financial, staff and client outcomes in association with the Director, Operations
- Monitor, analyse and report against operational performance, identify trends and potential areas of concern, and identify potential solutions to achieve organisational targets
- Improve operational performance and business excellence outcomes through the implementation of organisational audit and performance frameworks, and encouraging innovation and new ways of working

When things are going well we would expect to see these outcomes:

Outcomes

- Staff understand, are committed to and have the capability to achieve strong customer service and quality outcomes
- A positive workplace culture, with strong engagement and alignment with the organisation’s direction
- Clients consider The Benevolent Society to be a provider of choice and have high levels of satisfaction and engagement
- Financial and performance targets are met and exceeded where possible
- Staff are attracted to The Benevolent Society and retention is high
- Service models are implemented and staff can speak confidently to them
- The Benevolent Society services are recognised within the sector for expert practice that delivers positive outcomes for clients.

We work collaboratively with others, however this position works close closely with:

Relationships

Within The Benevolent Society:

- Manager/s, Practice Support
- Management Support Coordinators
- Functional (HR, Finance, Property, L&D)
- Managers across the business

Outside The Benevolent Society:

- Our clients and communities
- Referral agencies
- Community partners
- Service system stakeholders
- Funders at contract level

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- Degree level qualifications in human services
- Minimum five years experience in a leadership position
- Comprehensive knowledge of the sector and/or services for which they will be responsible
- Demonstrated capability in operational management and evidence of success in meeting and exceeding budgeted performance targets.
- Demonstrated ability to build the capability of their team
- Demonstrated ability to build an engaged, high performing team
- Demonstrated ability to work in a collaborative, cross functional way with peers to achieve improved outcomes
- Demonstrated knowledge of research and policy trends and reform within the relevant sector
- Contemporary knowledge of effective service models and supports for the service/s for which they will be responsible
- Demonstrated experience in community engagement, networking and creating partnerships to achieve improved outcomes.
- Strong management skills including people and performance management, troubleshooting, managing multiple deadlines, conflict resolution, and team leadership.

Travel

This position may require some flexibility in terms of travel or hours of work:

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to consumers (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of The Benevolent Society pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context

Those with knowledge of this position say the things that might make your day are:

- Leading services that support people to lead their best lives, ensuring the safety and wellbeing
- Having clients choose The Benevolent Society services because they are seen as services of excellence
- Creating and or maintaining an engaged, high performing team
- Managing service budgets effectively so that all available resources can be invested in the services to that add value to client' lives
- Being part of a proactive and high performing area management team

Those with knowledge of this position say some key challenges you might experience are:

- Balancing the need to be commercially viable in a people based service environment and supporting the team to understand that this benefits clients through greater resources for service improvement
- Managing stakeholder expectations within available resources
- Managing diverse and geographically dispersed teams
- Maintaining an engaged team during periods of change, particularly difficult client challenges
- Managing your own time in an environment with competing priorities
- Pace and scope of change within sector generally

Approvals

Approver	Director, Human Resources	Date: 25 July 2018	Position Code: COM005
Review history	V1.1 Release		
Advertising	Senior Disability Manager; Manager, Child & Family; Manager, Centre for Women's Health etc		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.