

Operations Manager – Client Services

Success Profile

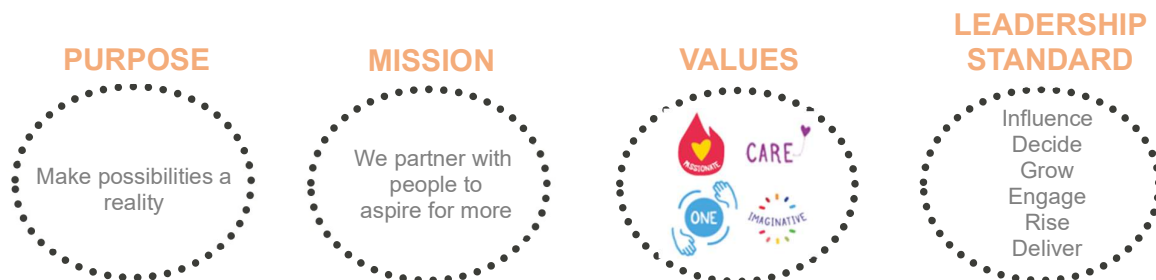
Your division	Home and Community
Your team	Business Excellence
You report to	Head of Business Excellence

PURPOSE OF YOUR ROLE

The Operations Manager – Client Services is a key critical role that is responsible for the provision of quality enabling services for the people we support and frontline service delivery teams. This includes operational leadership and oversight of the rostering and NDIS end-to-end function. This role is responsible for maintaining and achieving financial targets and providing strategic insight to ensure sustainability and viability of relevant programs.

As the Operations Manager – Client Services, your purpose is to provide strategic and operational leadership that is in alignment with Endeavour Foundation's mission, purpose and values and deliver its strategic and operational objectives. Your role is to lead the delivery of programs and provision of support services to people with a disability that is person-centred and focused on high performance, collaboration, care and continuous improvement. This role is also responsible for the direct leadership, support and coaching of all their direct reports including Client Services Team Leaders, and those within the wider team.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	• Model safety leadership in every action and decision, recognising good safety practice and taking action to improve safety where necessary. • Identify and manage organisational risks in accordance with the Endeavour Foundation risk framework and ensure governance frameworks and reporting are in place to manage associated risks. • Work collaboratively with colleagues and business leaders to ensure a safe working environment. • Actively manage workplace risks, behaviours and culture to support positive healthy and safe workplace for your team. • Model and lead wellness through resilience practices including self-care.
CLIENT CONNECTION	• A strong business focus that ensures that the client is at the heart of everything we do. • Promotes a culture of person-centred practice that includes the contribution and collaboration with clients, their families, decision makers and other stakeholders. • Provide subject matter expertise and lead and role model service excellence.

	• Collaborate with peers, leaders and those we support to deliver the best outcomes for our clients and the organisation. • Identify and contribute towards continuous improvement opportunities that better enhances client and stakeholder experiences. • Model and sustain high level and effective engagement with stakeholders to achieve positive outcomes. • Ensure consistency of service delivery experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure. • Ensure services are evidence – based, measurable and of a high standard
OUR PEOPLE	• Drive a performance-based culture focusing on engagement to achieve results. • Deliver strategy through building a capable, relevant, high performing and compliant workforce. • Ensure appropriate governance in decision making aligning with organisational policies and procedures. • Provide clear direction to staff aligning with organisational strategy, goals and values in delivering outcomes to set targets and objectives • Provide effective leadership and clear specialist advice or direction of areas relating to NDIS and rostering. • Proactively coach and mentor team members to build their skills, enhance their capabilities and provide regular and targeted feedback. • Support a performance-based culture focusing on engagement to achieve results • Regularly attend and contribute positively to team meetings and projects in order to promote continuous improvement information sharing, solve problems, seek input, ensure compliance and meet customer needs • Deliver strategy through building a capable, relevant, high performing and compliant workforce • Develop and lead implementation of training and professional development to build and sustain a high skilled and professionally competent workforce • Contribute to making Endeavour an employer of choice • Seek out regular feedback from service delivery teams and use insights and feedback from people we support to drive decision making and prioritise actions and activities
OPERATIONAL EXCELLENCE	• Establish and manage internal and external relationships with stakeholders in relation to NDIS supports, rostering and claiming. • Communicate effectively within the broader team to build rapport and maintain efficient and professional working relationships • Develop and disseminate regular reports to business leaders regarding NDIS funding and service performance, to ensure informed decisions are made. • Encourage, drive and implement innovative and integrated approaches to improving the quality of service and streamlining of processes. • Lead transition management ensuring that business as usual is maintained and changes are effectively integrated. • Hold responsibility for enacting strategies that influence a positive work culture which promotes and advocates for education, learning, action research and workforce development • Develop and implement key performance indicators (KPIs) for the teams, and monitor performance against those indicators • Collaborate effectively to achieve positive outcomes including the development of measurable outcomes across Home, Community and Work services. • Develop community partnerships and relationships to represent the organisation with external groups including community, government and peer organisations and corporate organisations.



	Plan, coordinates and conducts meetings to discuss operational procedures and provide on-going training to the team as needed
FINANCIAL	- Manage the financial performance of sites through effective administration of funding, billing, budgeting and operating expenditure in line with budget and strategic aspirations. - Lead and coordinate business activities to improve operational performance outcomes. - Report on, analyse and interpret data and financial performance. - Be responsible for end-to-end delivery of initiatives within established budgets and financial constraints. - Review and monitor the success of changes and initiatives, including tracking and reporting quantifiable benefits of these improvements. - Make clear decisions balancing a commercial environment and customer needs including reviewing and reporting on unfunded supports. - Role model and lead best practice financial management with our people that supports customer fulfilment strategy and our customers - Working closely with enabling function leaders, drive an integrated approach to supporting service delivery, to meet financial targets and align with the customer and employee experience - Ensure operational viability through the successful management of finances within your teams, and continuously identify opportunities to increase efficiencies

WHAT YOU NEED TO SUCCEED

CAPABILITIES	- Displays genuine commitment to the purpose and values of the organisation and the ability to model those behaviours and facilitate an exceptional customer experience. - The ability to drive a high performing teams and that displays innovation in developing cost effective efficient solutions, supporting and achievement of key result areas - Exceptional written and verbal communication skills to ensure clear and concise information is presented to the team - Exceptional capability in continuous improvement and identification and implementation of improvement initiatives - Demonstrated ability to build and maintain relationships with stakeholders (internal and external) in order to resolve issues and improve performance - Exceptional experience in managing competing priorities and maintaining positive working relationships with stakeholders & customers in a high-demand environment - A proven team player who develops effective relationships with peers to deliver on business priorities - Demonstrated ability to verbally communicate in user-friendly language and develop written communication that is clear and concise - Strong ability to educate and coach frontline managers on fundamental financial principles and performance - Represent information in a format designed to make explicit the value in the data, in an easily understandable and meaningful way for the audience - Strong analytical skills with the ability to collect, organise, analyse and disseminate significant amounts of data. - A strong business and commercial acumen, keeping the client and our people at the centre of what we do to create long term sustainability for the organisation. - Ability to make a lead contribution to the development of a strong, resilient, and high performing team. - Willingness to work within a strong and confident team and contribute to the growth and development of the team and wider organisation - Critical thinking and problem-solving skills, to identify problems, develop solutions and implement these using a logical and systematic approach. - Proven ability to prioritise workload and multi-task to ensure work commitments are fulfilled in a timely manner with attention to detail.
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	Ability to proactively strive to achieve measures of success, take initiative and continuously seek to improve individual and business performance
SKILLS & QUALIFICATIONS	- Bachelor's Degree in relevant discipline such as human services and equivalent work experience of at least seven years in a relevant role and environment. - Demonstrates high level competence in computer applications. - Highly developed analytical skills with particular emphasis on complex issues - Proven operational performance management skills in alignment with divisional performance targets and KPIs. - Strong problem solving skills, to successfully identify problems, develop solutions and implement these using a logical and systematic approach - Be willing to obtain a current National Criminal History check - Hold or be willing to obtain a positive notice from Disability Services (Yellow Card) and Working with Children Check (Blue card)
EXPERIENCE	- Previous senior leadership experience within Disability, Human Services, Community, Health and/or Aged Care sector/s with a focus on financial viability, quality management frameworks, safety leadership and service delivery experience. - Expert knowledge and understanding of the NDIS. - Minimum of 7 years leading a successful team. - Experience managing complex multi-portfolio operations. - Proven record of financial management skills including general finance and budgeting, profit and loss, balance sheet and cash-flow management

