

<b>Position Title:</b>	Regional Manager
<b>Division:</b>	Operations
<b>Direct Reports:</b>	Area Managers

### ABOUT NORTHCOTT:

#### Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 2000 staff and provide empowering, personalised services to over 14,500 people with disability, their families and carers each year.

#### What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

#### What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers, they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

### KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcott Operations is responsible for the delivery of tailored, timely and quality services to customers across NSW

### KEY OBJECTIVE OF THE POSITION:

This role is responsible for providing high level leadership and strategic management for multiple areas and services within a larger region, in a manner consistent with Northcott's Vision, Purpose and Values. The Regional Manager will:

- Provide outstanding services to our customers
- Truly nurture and invest in our workers, helping them to grow and develop

- Build a genuine sense of team and connection throughout Northcott
- Ensure a viable financial position
- Achieve business targets

### PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Outstanding time management and attention to detail
- Capacity to develop new business opportunities, partnerships and strategic relationships to contribute to the growth and development of Northcott
- Conceptual planning, analytical and assessment skills
- Proven people management, interpersonal, negotiation and influencing skills.
- Demonstrated financial management, planning and budgeting skills
- Proven ability to interpret performance data and take remedial action
- Understanding of service delivery in a 24/7 accommodation or centre based service for people with disability and/or complex needs
- Strong commitment to the rights of people with a disability

### ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in management, finance, social sciences, health or other relevant professional field
- Extensive leadership and management experience in a human services field at a middle management level or higher
- Demonstrated experience in supporting multiple teams to achieve challenging targets
- Proven track record in supporting a business to grow and diversify
- Proven track record in midlevel relationship management
- Experience in assisting teams to develop business plans
- Understanding of the NDIS, NDIS registration, quality and safeguarding requirements and complex service delivery

### DELEGATION LEVEL

- Level 3

### CORE COMPETENCIES OF THE ROLE

#### Customer Focus / External Contact

- Meet customer needs in a timely and courteous manner
- Examine customer requests to properly identify and resolve their concerns
- Ensure that complaints are handled in a fair and sensitive manner
- Clearly articulate Northcott's Purpose and Vision to all stakeholders through verbal and written information.

#### Relationship Building

- Collaborate with peers to achieve organisational goals
- Develop and maintain a network of contacts of key stakeholders
- Ensure development and growth of relationships with strategic partnership organisations, including Local, State and Federal Government, to maximise financial and non-financial support.
- Develop business cases for working with potential partner organisations and for business growth and development

#### Business Development

- Present new business ideas to management

- Complete targeted competitor and gap analysis
- Design and implement campaigns to present products/services to new markets
- Set specific benchmarks for business development
- Analyse alternative business development approaches and strategies
- Monitor sales metrics and address issues

### Problem Solving

- Analyse the factors or causes contributing to the unwanted situation/problem
- Generate a set of alternative interventions to achieve the end goal
- Evaluate the best solutions
- Successfully implement change management initiatives
- Assess the effectiveness of interventions

### Leadership

- Provide leadership and management to direct report staff and ensure effective communication and cooperation between teams and other divisions and units within Northcott
- Oversee the development of area plans with managers
- Oversee the development of initiatives and projects across multiple areas
- Ensure all government legislation and the organisations policies and procedures are implemented effectively within the region

### Driving Continuous Improvement

- Recognise the need for ideas and efforts which consistently improve how well our services and products are delivered
- Suggest new processes or improvements
- Generate original ideas
- Implement process improvements
- Analyse productivity rates and billable hours data, addressing issues in a timely manner

### Work Quality

- Set high standards for own performance
- Strive for quality work
- Increase effort to ensure quality work
- Develop and implement new solutions, procedures and concepts
- Ensure work is accurate and reliable
- Pay attention to detail
- Consistently deliver what is required to agreed deadlines

### Planning & Organising

- Make effective use of time and facilities
- Has a clear grasp of daily tasks
- Prioritise duties/responsibilities in a manner consistent with service and organisational objectives
- Effectively manage assignments including follow-up and delegation
- Ensure that the outcome targets are achieved and that reporting against outcomes is consistent and timely
- Develop and report on qualitative and quantitative performance measures to evaluate strategic outcomes

### Financial Impact

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- Coordinate the budget process, monitors income and expenditure across multiple areas and makes recommendations for corrective action to maintain the integrity of the budget process
- Demonstrate financial management, planning and budgeting skills and the capacity to interpret financial and output/outcome performance data
- Undertake and oversee service reviews for areas of responsibility and makes budgetary/service amendments as required

### DUTIES

The typical duties of this position include:

1. Provide strategic leadership to allocated areas
2. Nurture a strong sense of team and set an inspiring vision that aligns with Northcott's
3. Devise initiatives and establish practices that supports a customer service culture and high quality service provision
4. Ensure effective communication and cooperation between areas and other divisions and units within Northcott
5. Develop and report qualitative and quantitative performance measures to evaluate strategic outcomes
6. Work collaboratively to support effective recruitment, induction, performance management and retention of workers
7. Ensure that offices and other facilities are maintained and used efficiently
8. Meet or exceed area targets relating to:
  - a. customer retention
  - b. revenue
  - c. customer numbers
  - d. staff billable hours
  - e. customer complaints, relating to total number, responsiveness and resolution
  - f. data accuracy
  - g. customer billing
  - h. staff satisfaction and retention
  - i. safety and quality
  - j. claiming and compliance
  - k. critical incident and mandatory reporting
9. Oversee the area planning process, ensuring plans align with strategic objectives
10. Ensure staff are receiving supervision, coaching and performance development support
11. Develop effective working relationships with all relevant stakeholders
12. Monitor revenue and claiming practices across all areas
13. Provide high level advice on strategic planning and business opportunities, risk management and quality improvement
14. Identify new business opportunities, develop proposals and implementation strategies
15. Oversee each area budget, monitor income and expenditure across all areas and make recommendations for corrective action when required
16. Carry out administrative duties as required by Northcott including business reporting, data collection and a analysis
17. Provide briefings on critical incidents, management and planning issues in a timely manner
18. Ensure the development and growth of relationships with other organisations, including Local, State and Federal Government, to maximise financial and non-financial support
19. Provide leadership in the implementation of Northcott's Strategic Plan and with the ongoing planning and development of areas
20. Assist with broader strategic projects and initiatives as required

**This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.**

### NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

**Please forward a signed copy to Human Resources.**