



JOB TITLE: Director, Social Enterprise Services

DATE: September 2022

REPORTS TO: Chief Executive Officer

JOB DESCRIPTION

Purpose of role

The Director, Social Enterprises will drive growth strategy across the social enterprise services to implement strategies aimed at growing the capacity and capability of services and programs.

Drawing on business models to generate revenue, the overall aim is to address social causes, create positive change and financial sustainability while maintaining a strong focus on quality.

Reporting to the CEO this senior leadership role is of strategic importance and is responsible for the strategic, financial and governance wellbeing of Katungul's social enterprise services.

Main duties and responsibilities

Core objectives include:

Strategic Management

- Support the development and operations of Katungul including developing the capacity of community, clients and employees as detailed in the strategic plan.
- Develop business/activity plans consistent with the objectives of Katungul.
- Identify opportunities to expand services and work with relevant Directors to pursue these opportunities.
- In consultation with the Senior Management team, prepare funding submissions for new services and programs
- Assist with the development and implementation of policies, procedures, standards and practices.
- Support change management initiatives and when required contribute to the planning and implementation of plans.
- Follow existing and/or consult with relevant staff in each work location to design new processes for adhering to Aboriginal cultural protocols and ethical standards.

Program Management

- Oversee the ongoing development and management of social enterprise services and programs.

- Ensure services are delivered to quality standards and comply with relevant legislation, industry standards and best practice guidelines.
- Ensure all programs are delivered to meet targets and that all reporting requirements are met within required timeframes.
- Ensure services are appropriately staffed and staff are equipped to deliver high quality services and programs
- Monitor and review service performance ensuring supervisions (check-ins), debriefings and annual reviews are conducted as per procedure.

Financial Management

- In conjunction with the Director of Finance participate in the annual development of service budgets
- Analyse, manage and report against approved budgets.

Records Management

- Ensure client and other records are kept confidential, secure, accurate, up to date and maintained in line with privacy legislation.
- Ensure all staff are effectively trained in management of client records using a computer-based records system.

Continuous Quality Improvement

- Review systems, policies and practice to ensure continuous improvement across all areas of delivery.
- Provide leadership to support a culture of plan, do, study, act in relation to continuous quality improvement.
- Respond appropriately to all quality improvement issues raised by management and staff or identified through other monitoring mechanisms
- Implement measures, policies and procedures which meet accreditation and risk assessment requirements
- Participate in external review requirements such as accreditation and risk management to enhance continuous quality improvement.

Stakeholder Management

- Liaise with and build effective working relationships with staff and external stakeholders including with Aboriginal and Torres Strait Islander communities, Government departments and other organisations.
- Coordinate working groups, committees, and consultations to facilitate exchange of information and support project completion in line with project plans.
- Develop strong working relationships with funding bodies and other service providers
- Attend and represent Katungul at external forums as required and in accordance with the overall mission and objectives of the organisation at external forums.

Reporting

- Partner across business areas as required and provide support and advice on current and future information needs in preparation for the annual report.

- Provide reports, briefs and/or other documents to the Directors, the Chief Executive Officer and Board of Directors as requested.

Workplace Health and Safety

- Ensure the workplace health and safety of employees and other persons within the work environment
- Report all hazards, accidents or incidents which have resulted or may result in an injury to others or damage to property
- Participate in emergency and evacuation procedures and regular training in safety procedures.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

Other duties

Fulfil other duties as required by management and other department personnel as requested/required.

PERSON SPECIFICATION

Qualifications

- Qualifications in Business Services/Leadership and Management or similar discipline **(essential)**

Experience

- Substantial experience managing a broad range of business management functions including administration, project management, budgets, change management, policy development and people management **(essential)**
- Previous experience working at a senior level within an organisation as part of an Executive team **(essential)**
- Experience working for or with an Aboriginal organisation in the not-for-profit sector or an appreciation and understanding of health/community/social enterprise services **(desirable)**
- Ability to provide leadership and strategic direction in the delivery of a diverse range of services.
- Ability to provide input, interpret, monitor and evaluate policies, procedures and standards.

Knowledge

- Demonstrated competency in the use the range of information and communication technology relevant to the position.
- Demonstrated knowledge of information management and the ability to gather information and analyse it.
- Understanding of safe work practices and management of risk.

Skills & competencies

- **Cultural capability:** the ability to plan, support, deliver and improve services in a culturally respectful and appropriate manner.
- **Critical Thinking:** ability to question, analyse, interpret, evaluate and make a judgement about what you read, hear, say or write.

- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
- **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
- **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
- **Commerciality:** ability to apply knowledge in a practical, commercial manner.
- **Teamwork:** willingness to assist and support others as required and get on with team members.
- **Time management/organisation:** accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Professional approach.
- Ability to work under pressure.
- Organisational and time management skills.
- Excellent attention to detail.
- Confident manner.
- Positive approach to change.

Other

- Working with Children Check (essential)
- NDIS Worker Screening Check (essential)
- National Police Check (essential)
- Clean driving licence (essential)

This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job-related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

SIGNED BY YOU

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Employee

.....
Date

SIGNED BY MANAGEMENT

.....
Manager

.....
Date