

Operations Manager - Home & Community

Success Profile

Your division	Home & Community
Your team	Home & Community
You report to	General Manager, Home & Community

PURPOSE OF YOUR ROLE

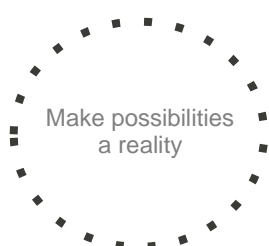
Our Home services support people living with disability who want to live independently by providing flexible options for living arrangements and tailoring supports to meet the individual's and their family/carer's needs.

Our Community services support people with a disability to develop skills and experience within a community environment by matching supports to individuals and providing a range of programs that enable the achievement of personal goals and outcomes.

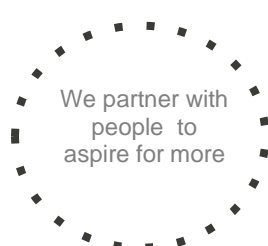
As the Operations Manager, Home & Community your purpose is to provide strategic and operational leadership that is in alignment with Endeavour Foundation's mission, purpose and values and deliver its strategic and operational objectives. Your role is to lead the delivery of programs and provision of support services to people with a disability that is person-centred and focused on high performance, collaboration, care and continuous improvement.

ORGANISATIONAL PROFILE

PURPOSE



MISSION



VALUES



VALUES BASED LEADERSHIP



KEY SUCCESS AREAS



SAFETY	<ul style="list-style-type: none">• Model safety leadership by instilling a positive safety culture and commitment to person centred service delivery.• Drive integration and adherence to the Quality and Safeguarding Framework and other relevant legislation, policies and procedures.• Analyse safety trends leading corrective action implementation in collaboration with subject matter experts.• Monitor the environment ensuring it is free from preventable harm, promoting human rights and practice excellence.• Lead the identification and reporting of potential hazards, and work-related incidents, injuries and/or illness.• Model a commitment to Endeavour Foundations 'Recover @ Work' programs and actively support the return to work of team members.
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CUSTOMER CONNECTION	<ul style="list-style-type: none"> • Ensure that the people we support are at the heart of everything we do. • Facilitate enhanced life outcomes for people with disability in a person-centred support framework. • Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from abuse, neglect and exploitation, and the right of choice and control. • Ensure consistency of service delivery experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure. • Drive clinical governance, interface with mainstream primary health services and manage escalation of deterioration to ensure the people we support receive safe and high-quality care. • Monitor and analyse client satisfaction levels through consultation and audits. • Collaborate with peers and leaders across the organisation to deliver the best outcomes for the people we support. • Promote Endeavour Foundation services through being a positive brand ambassador. • Develop and maintain strategic community relationships and partnerships. • Support direct reports in the resolution of escalations and concerns from families/carers/advocates for the people we support.
OUR PEOPLE	<ul style="list-style-type: none"> • Drive a performance-based culture focusing on engagement to achieve results. • Deliver strategy through building a capable, relevant, high performing and compliant workforce, ensuring employees are given maximum opportunities to enhance their skills. • 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. • Foster a supportive and respectful community-centric environment across the portfolio of sites incorporating the interests of families, guardians and other key customer representatives. • Create a well-balanced team culture, embracing diversity and respecting the need to deliver high-quality, commercially viable human services.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Develop and lead a culture of person-centred practice that puts the people we support at the heart of the decision making in a human service setting which includes the contribution of families, carers, guardians, and other key individuals in a person's life. • Promote Endeavour Foundation as an employer of choice, profiling the available suite of services available to people with disability. • Build the portfolio as a centre of excellence in the provision of disability accommodation and community support services. • Establish professional and collaborative relationships across the business to promote productive partnerships. • Ensure efficiency and effectiveness in workforce planning and establish a structured design aligning with target ratio of Customer to Support Worker. • Collaborate with relevant supporting business units such as Safeguarding and People Experience to consult on complex cases and pursue continual improvement. • Drive effective client engagement strategies via focus groups, improved area committee liaison, and data interpretation. • Support cross-portfolio client management communication and processes to enhance the experience and service co-ordination for the people we support. • Support internal and external reporting requirements to ensure obligations are met, implementing recommendations as required. • Encourage innovative and integrated approaches to improving the quality of service and efficiency of work processes



	<ul style="list-style-type: none"> • Optimise the asset base by utilisation of available supported accommodation and vacancy management. • Encourage innovative and integrated approaches to improving the quality of service and streamlining work processes. • Lead transition management ensuring that business as usual is maintained and changes are effectively integrated. • Develop community partnerships and relationships to represent the organisation with external groups including community, government, peer organisations and corporate organisations. •
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • 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. • Actively seek and develop new business opportunities to increase client base and revenue. • Monitor and access growth opportunities that are financially viable and will prove beneficial to the organisation and the people we support. • Lead and co-ordinate business activities to improve operational performance and outcomes. • Support ongoing growth across Home services portfolio and maximise cross-functional customer growth opportunities across other portfolios. • Ensure operational expenses are maintained to sustain positive margin outcomes.

WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> • Demonstrated knowledge and understanding of the National Standards Disability Services and Quality & Safeguarding Framework or the ability to develop. • Demonstrated understanding of disability services provision and NDIS or the ability to develop. • Ability to recognise, respect and uphold the privacy, dignity and confidentiality of individuals in all aspects of their lives and in accordance with legislation. • Ability to manage the operation and delivery of services aligned with organisational strategies, policies and procedures. • Ability to oversee operations that deliver high-quality and safe outcomes for the people we support in a commercially viable manner. • Ability to display consistent and sound judgement in decision making across complex operational issues. • Ability to respond positively and adapt to a rapidly changing environment. • Ability to manage conflict whilst remaining calm and alert. • Flexibility to travel regularly for short periods of time. • Ability to coach and guide a team, and key stakeholders, through significant change. • Proven ability to coordinate projects and delegate activities to meet outcomes within required timeframes.
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> • Bachelor degree in Human Services or equivalent. • Exceptional interpersonal and communication skills, including the proven capacity to build and maintain positive professional relationships and partnerships and deal with issues of a sensitive nature. • Exceptional organisational and management skills relevant to leading multiple sites in a human services environment. • Proven operational performance management skills in alignment with divisional performance targets and KPIs. • Demonstrated problem solving skills, to successfully identify problems, develop solutions and implement these using a logical and systematic approach.



	<ul style="list-style-type: none"> • Highly developed analytical skills with particular emphasis on complex issues. • Demonstrated networking and negotiation skills relevant to achieving successful outcomes for the business. • Proven record of financial management skills including general finance and budgeting, profit and loss, balance sheet and cash-flow management. • Possession of a current driver's licence reliable motor vehicle and comprehensive insurance. • Proficiency in using current MS Office Suite (i.e. Word, Excel, PowerPoint, Outlook), Employee Self Service programs, and communication technologies.
<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Community services senior leadership experience, with a focus on financial viability, quality management frameworks, safety leadership and service delivery excellence. • Minimum of 5 years leading a successful team • Experience managing complex multi-portfolio operations within a related field. • Experience within the Disability or Community Services Sector. • Experience in effectively mitigating and managing tactical and operational risk, ideally within a related industry.

