

Position title	Operations Manager – Darwin Community Services	Reference	OM-DCS.DWN
Classification	Above Award	Last reviewed	23 January 2015
Tenure	Permanent	Hours	Full time
Reporting to	Executive Manager – Community Care and Access	Location	Darwin
Program	Darwin Community Services	Cost Centre	TBA
Comment	Allocated portfolios and responsibilities may periodically change according to organisational needs.		

1. AGENCY STATEMENT

Anglicare NT is a respected provider of quality human services across urban, regional and remote areas of the Northern Territory. Our motto Respect Fairness and Community articulates our values of cultural respect, social justice and partnerships. As an organisation we are committed to child safe, strength based and community development practices. We aim to make a sustainable difference in the lives of Territorians. Anglicare NT is the community services agency of the Anglican Church in the Northern Territory and member of Anglicare Australia.

2. PURPOSE OF THE POSITION

The Operations Manager – Darwin Community Services oversees the operations of the division ensuring our strategic plan is enacted.

The Operations Manager – Darwin Community Services, with the guidance and support of the Executive Manager – Community Care and Access, will provide strong leadership to the service area to enable service delivery, ensure the use of contemporary and culturally safe practices, management of human resources, business performance and financial management, quality governance, contractual compliance and risk management.

The position will also support agreed sector initiatives, systems improvement and development of partnership approaches to meet the needs of the clients.

3. SCOPE

The Operations Manager – Darwin Community Services will:

- 3.1 Ensure the Darwin Community Services team is providing effective client focused services while operating within Anglicare NT's policy framework, and within contract and legislative requirement.
- 3.2 Manage the staff within the Division, facilitating employee and team development, ensuring timely supervision and resourcing effective working relationships.
- 3.3 Provide effective financial management of the services, ensuring operations adhere to budget and resource staff and the program to meet budget expectations.
- 3.4 Participate in internal and external committees and working parties and ensure a proactive communication interface.
- 3.5 Maintain a current knowledge of issues and social policy development impacting on the community service sector.

4. DUTIES AND RESPONSIBILITIES

4.1 Specific

Operational Management

- 4.1.1 Undertake the role of senior manager as an integral part of the Anglicare NT's Operational Leadership team to drive the strategic plan and direction of Darwin Community Services in line with Anglicare NT policies & procedures, ensuring standards are maintained, good practices are applied and that contractual obligations are met.
- 4.1.2 Resource the development of contemporary best practice services across the division which operate from a strengths perspective and ensure client focused service delivery.
- 4.1.3 Participate in relevant community service system networks and forums and contribute to strengthening these systems.
- 4.1.4 Analyse community need and contribute to proposals to strengthen service delivery for the community.
- 4.1.5 Prepare reports as well as review and finalise performance reports prepared by staff of the division in a timely manner to meet contractual requirements.
- 4.1.6 Provide appropriate management of any external service delivery complaints in conjunction with Executive Manager.
- 4.1.7 Manage internal staff grievances and disciplinary matters in conjunction with Executive Manager.
- 4.1.8 Ensure Division compliance with the following organisational systems:
 - Anglicare NT Policy and Procedures and program based Operations Manuals
 - Risk Management and Quality Improvement measures
 - WHS and Critical Incident identification and reporting
 - Child Abuse and Domestic Violence Mandatory Reporting
 - Property, assets, vehicles and records management
 - Employee integrity checks, licensing and registration requirements.

Leadership

- 4.1.9 Develop the Divisions staff group ensuring effective staff supervision, performance appraisal, training and development plans and communication forums in place.
- 4.1.10 Maintain staff awareness and connectedness to Anglicare NT mission, values and strategic directions.
- 4.1.11 Under direction of the Executive Manager, recruit staff as necessary, and ensure staff employment conditions are managed in accordance with the relevant industrial instrument/contractual conditions.
- 4.1.12 Provide oversight of timesheets, leave approval processes and authorization of proposed training.

Financial Management

- 4.1.13 Prepare and operationalize program budgets, providing monitoring and analysis of monthly variances to ensure expected budget income and expenditure is met.
- 4.1.14 Ensure adherence to financial policies and financial delegations while monitoring appropriate cash handling procedures of petty cash and service related income.

Business Development and Partnerships

- 4.1.15 Participate in Operational Management Forums, Division staff meetings and planning forums.
- 4.1.16 Contribute to agency wide forums focused on developing cross regional linkages and strengthening practice.
- 4.1.17 As delegated maintain timely and appropriate communications with funding bodies, partner organisations, government agencies, internal committees and industry networks.
- 4.1.18 Contribute to a positive, innovative and strengths based workplace culture and participate in communication systems, planning and review processes and celebrations.

4.2 General

- 4.2.1 Comply with Federal, NT and Local Government legislation, regulations, permits and/or by laws.
- 4.2.2 Adhere to Anglicare NT Policies and Procedures and general conditions of employment.
- 4.2.3 Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- 4.2.4 Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- 4.2.5 Comply with Anglicare NT's WH&S requirements; whilst also remaining vigilant in relation to any client/ customer related behavioural risk and contribute to maintaining a safe work environment.
- 4.2.6 Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- 4.2.7 Work collaboratively with the Team to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- 4.2.8 Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- 4.2.9 Actively participate in supervision, performance reviews, professional development activities and training as required.
- 4.2.10 Maintain time and attendance leave and higher duty records in accordance with Anglicare NT's procedures and lodge within specified timeframes for each pay period.

5. AUTHORITIES

- 5.1 Expenditure, Operational/Administrative, Personnel, Management and Legal – as per current Delegation of Authority Document (this is endorsed by the Board and periodically updated).
- 5.2 The number of direct reports is currently up to 8 in addition professional or task supervision for students may occur within this role as long as the proposed supervisor meets the supervision requirements of the relevant educational institution.

6. SELECTION CRITERIA

6.1 Inherent requirements for all employees

As an employee of Anglicare NT you must:

- ✓ Commit to and respect the values of the organisation, uphold confidentiality, be trustworthy and adhere to the Anglicare NT Code of Conduct and Policy.
- ✓ You must uphold the principles of child safe and strengths based approaches and apply these in your day to day work and practice.
- ✓ Commit to working in a culturally inclusive workplace and the principles and practices of cultural competence and providing responsive services to the community.
- ✓ Familiarise yourself with agency information management systems and policies and procedures which will change from time to time.
- ✓ Complete and maintain documentation in accordance with organisational policies and procedures, and quality standards requirements and contribute to continuous improvement within the agency.
- ✓ Take responsibility for your own health and safety, and the health and safety of anyone else who may be affected by your acts or omissions in the workplace.
- ✓ Cooperate with management, the Work Health & Safety (WHS) Officer and WHS representatives with respect to action taken to comply with WHS requirements.
- ✓ Contribute to the WHS management system by the active identification and reporting of hazards and environmental risks.

- ✓ Understand the nature of risk and importance of risk management in an organisation.
- ✓ Have a genuine interest in working with Anglicare NT, and in the Northern Territory demonstrate a good organisational fit.
- ✓ Be solution focused, positive and have a capacity to respond effectively to challenges.
- ✓ Ability to drive, use a computer, Microsoft programs, mobile devices, undertake bending and lifting actions.

6.2 Inherent requirements specific to this position

- ✓ This position entails periodic regional, remote and interstate travel.

6.3 Qualifications

Tertiary qualifications in a relevant discipline (Youth Work/Social Work/Community Development)

6.4 Experience, Skills and Knowledge

- 6.4.1 As least 3 years experience in key management/leadership roles within community services and significant experience in delivering effective client focused and community development initiatives.
- 6.4.2 High level understanding of the structural and social drivers of disadvantage, effective social inclusion measures and significant service delivery experience.
- 6.4.3 Demonstrated exceptional interpersonal/communication skills (written, ICT and oral) and the ability to provide supervision motivate and work with staff in the achievement of organisational goals within a complex multidisciplinary team environment.
- 6.4.4 Experience in and commitment to embedding culturally competent and culturally safe approaches into service delivery practices.
- 6.4.5 Demonstrated ability to build robust and productive relationships with funding bodies, stakeholders and partner agencies including the ability to liaise, network and advocate on issues as required.
- 6.4.6 Demonstrated ability to work with Indigenous and culturally and linguistically diverse people, targeted populations and communities of interest.
- 6.4.7 Proven ability to proactively manage business resources – human, technical and fiscal, with evidence of responsible and competent budget management and the application of delegated financial responsibilities.
- 6.4.9 Willingness to adhere to legislation, Anglicare NT policies and procedures and a commitment to EEO, WHS, Risk Management and Quality Improvement practices.

6.5 Licenses, Certificates and Professional Registrations

- 6.5.1 Northern Territory Working with Children Clearance (Ochre Card)
- 6.5.2 National Police Criminal History Report (less than 3 months old) with acceptable outcome
- 6.5.3 First Aid Certificate or willingness to obtain within 3 months
- 6.5.4 Northern Territory Drivers Licence
- 6.5.5 Relevant professional registration and/or eligibility for membership

7. ACKNOWLEDGEMENT OF AGREEMENT

After reading and discussing this document with Anglicare NT's delegate I agree that:

- 7.1 This Position Description and attachments are an accurate and fair description of the role.
- 7.2 I understand the expectations and inherent requirements of the position.
- 7.3 I acknowledge the nature of the position operating context within which I will work.

Incumbent signature: _____

Incumbent name: _____ Date: _____