

## HR - Position Description - General Manager

<b>Position Title:</b>	<b>General Manager</b>
<b>Work Location:</b>	Morwell base with travel to other sites as required
<b>Employment Conditions:</b>	Full Time/ Part Time (-up to 38 hrs in agreement )
<b>Award Classification:</b>	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
<b>Tenure:</b>	Up to 12 months, potential permanency
<b>Position Reports To:</b>	Chief Executive Officer

### About Headway Gippsland

Headway Gippsland Inc. is a not-for-profit organisation operating in Gippsland, Victoria and has been providing services to those with acquired brain injuries since 1981.

The provision of disability services is undergoing major reform and to ensure that Headway Gippsland Inc. can continue to be a leading provider, we now provide services to persons with disabilities of all ages. With offices based in Morwell, Drouin and Newborough, we have staff operating across the region. Headway is registered with the Australian Charities and Not-for-profits Commission.

### Our Workplace

Our mission is to provide exceptional services to individuals with an acquired brain injury (ABI) and other disabilities and their careers, in order to participate in all aspects of community life. Ours is a vision of a society that is inclusive of all.

Our people are our priority and our proudest strength as an organisation – with low turnover, and above award conditions, we hold ourselves accountable for attracting, retaining and recognising great people to ensure a high standard of service for our participants.

In 2021, we launch our performance development program, enabling us to build our training and career pathways, as well as our individual development goals. This is an exciting progression for our business and testament to our commitment to our staff, our participants and our overarching services to the community.

## HR - Position Description - General Manager

### **About The Role: General Manager**

As our General Manager you will contribute your extensive skills, experience and qualifications in management and the disability industry, towards the achievement of Headway Gippsland's delivery of high standard services to participants.

Reporting to the Chief Executive Officer you hold the operational leadership of our organisation on a day to basis and contribute to the strategic planning and governance of the organisation generally held by the Chief Executive Officer.

For content, the Chief Executive Officer is predominantly responsible for the evaluation and business development of Headway Gippsland. In the flat structure of Headway Gippsland, there are not multiple 'departments' to oversee as is convention. Rather, the General Manager oversees the Operations Manager (Plan Management, HR) and the Support Coordination Manager in their supervision and responsibility for these functions.

The General Manager retains responsibility and direct management of our Client Services, Participants and Programs, and supports the delivery, viability and experience of these programs in our service to community. They are also responsible for the management and reporting of all OH&S policy & procedures, risks and incidents with the support of the Operations Manager as required.

Importantly, this role leads the auditing and compliance of Headway Gippsland Inc., in relation to regulatory and wide-ranging NDIS practice standards and registration requirements. In a reactive and proactive manner, the General Manager will oversee Headway's audit readiness, and assess registration obligations and risk associated with new and existing business.

This function plays a specific and critical intermediary role - as an operational owner of all sites, people and process, while also reporting directly to the Chief Executive Officer and indirectly, the Board, to inform new opportunities, blockages and risks, as well as maintain our governance and financial viability.

Your insight into the day to day is a critical value to the Chief Executive Officer's ability to assess and pursue development of Headway's business into new markets, and also the organisation's ability to proactively respond to risk, governance and audit requirements, informed by an operational awareness across all areas of our business.

This role is held to the highest standards of professionalism and accountability in the provision of our services and support coordination management.

The General Manager is called upon in the absence of the Chief Executive Officer and may be delegated authority by the Board, and may support the Chief Executive Officer with investigation into opportunities and developments in customer experience, service delivery, systems and technology to optimise our participant outcomes.

The role is not tasked with the recruitment, training and performance management of our people, but may be referred to for review and approval where delegation requires.

The General Manager will work to a high standard of care and diligence in accordance with Headway Code of Conduct and policies, with a commitment to learning, improvement and our participants as our priority. They will model appropriate behaviours, in accordance with our policies, procedures and standards of best practice service.

## HR - Position Description - General Manager

### KEY RESPONSIBILITIES

#### Governance & Operational Risk Management

- Prepare, maintain, adhere to and delegate actions associated with a strategic governance plan for Headway Gippsland, mitigating risk and non-compliance across NDIS standards for regulatory and legislative requirements.
- Develop and maintain Headway's audit readiness and compliance with NDIS practice standards and registration - proactively assessing risk and improvement areas, while ensuring readiness for audit for the business.
- This position is the senior management responsible for Occupational Health and Safety and may action without interaction with the Chief Executive Officer on safety related matters and investigations.
- The General Manager will act as organisational representative in the processes of Audit, investigation, mediation on behalf of Headway. They will also facilitate complex disciplinary actions and terminations (where this exceeds the authority of staff).

#### People Management & Leadership

- Lead from the front, demonstrating appropriate behaviours and commitment to Headway Gippsland's objectives.
- Provide direct supervision, instruction and support to the Operations Manager and indirectly to reports under them as required.
- Relay Chief Executive Officer and Board directives into operational and departmental KPI's and activities, resource allocation and planning.
- Develop partnerships with other service providers to increase the profile of Headway and build new pathways for access and expansion of the business offerings. This may include attendance and presentations at network meetings, planning meetings and such, to represent the services Headway is able to provide.
- Supervision, delegation, development and management of the Operations Manager and Support Coordinator, as well as the areas of Client Services, Client Experience and Safety.

#### Business Operations Oversight

- Consider and approve within delegated authority proposals relating to labour budget and people management initiatives.
- Lead and prepare reports across the business areas for the consideration of the Chief Executive Officer and Board on a monthly and as required basis.
- Identify and implement technology improvements within a budgetary framework.
- Consider and approve the design and development of policies and procedures for the organisation.

#### Projects & Special Initiatives

- Contribute to the scoping and lead the management of special projects identified by the Board where tasked by the Chief Executive Officer.
- The General Manager may be tasked with the operationalisation of new business opportunities, risk and viability assessment of new market/growth areas, and conversely, special projects in response to identified risk or non-viability.
- Crisis response and management - consider and respond to matters arising operationally that pose a risk to Headway Gippsland Inc., escalating to Chief Executive Officer or Board as appropriate.

## HR - Position Description - General Manager

### Administration & Reporting

- Oversee and report on a range of key metrics across all Headway performance areas, governance obligations and departmental/financial metrics.
- Consider and coordinate application for funding for programs and initiatives at Headway Gippsland Inc. (outside of new business ventures, held in the remit of the Chief Executive Officer).
- Program review, evaluation and continual quality improvement.
- Demonstrate leadership in the adherence to business policy, system use, standards and conduct.

### External Contact

- Alongside and complimentary to the CEO, this function serves as a key contact point for stakeholders including the NDIS, NDIA and other government agencies as appropriate.
- Promote Headway Gippsland Inc. services to the wider community, ensuring that the organisation is widely recognised in the region.

### Policies, Procedures & Systems

- Adhere to, comply with and contribute toward the development of Headway organisational policies, processes and procedures, using appropriate systems where required.
- Demonstrate the organisation's values, including a positive contribution to workplace harmony and displaying cooperative team behaviour.
- Proactively communicate, identify, report, assess OHS related risks and hazards within the centre(s).

### Continuous Improvement

- Demonstrate commitment to the objectives of the team, centre and organisation and show considerable drive and effort in achieving work and organisational goals.
- Identify, develop and support and/or implement new initiatives, quality and continuous improvement activities as part of a continuous improvement process in own work, team, centre and organisational goals.

### Other

- Perform additional duties from time to time, as required by Chief Executive Officer or Board as stipulated in individual performance development plan.

### REPORTING

<b>Line Manager:</b>	Chief Executive Officer
<b>Manages:</b>	Operations Manager, Support Coordination Manager Marketing & Comms. Quality & Client Services Team Leader
<b>Key Stakeholders:</b>	External parties and the general public, Operations Manager, Departments and Employees across the business, Volunteers, Participants, Family Members, Role is authorise to interface and instruct or amend arrangements with centre suppliers, third party agencies or supports as appropriate.

## HR - Position Description - General Manager

<b>Note:</b>	Reporting arrangements may change from time to time depending on business requirements.
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### KEY PERFORMANCE INDICATORS (KPI'S)

- Develop and implement the Organisation Plan, Budgets and Purpose with the Chief Executive Officer.
- Review, develop, and implement an integrated departmental strategy on an annual and ongoing basis.
- Develop and maintain Headway's Audit and Regulatory Compliance for new and existing business, mitigating risk of non-conformance, and maintaining readiness for audit.
- Translate and delegate performance metrics on a departmental and individual basis for the achievement of Headway's strategy and annual plan.
- Prepare and implement annual business plans and budgets in support of the Chief Executive Officer.
- Oversee the management of all departments to ensure the achievement of business plans and budgets, escalating as appropriate and reporting on a regular and ad hoc basis against metrics.
- Prepare reports and forecasts for the Board as required.
- Communicate performance expectations and support the team by building required competencies, providing feedback, managing behaviours and performance gaps.
- Monitor individual and team performance and workload and take action to address learning and development needs and performance issues.

### KEY SELECTION CRITERIA (KSC)

1. Tertiary qualification in business, human or financial resources is preferred.
2. Demonstration management experience in a similar role, leading a not for profit organisation.
3. Extensive direct generalist service delivery experience in a comparable not for profit, government or private sector organisation.
4. Demonstrated experience and successes in the development of operational plans, performance standards and culture.
5. Previous experience developing a continuous improvement model, project managing technology and facilitating system advancement.

### Compliance requirements for Employment Eligibility

Your employment is conditional on the provision of the following mandatory compliance items:


1. A "Clear" NDIS Workers Screen Check
2. A current Employee Working with Children Check
3. Australian Driver's License
4. Comprehensive Car Insurance
5. Proda Access

The above checks must be obtained and maintained at your own expense for the duration of your employment with Headway Gippsland Inc

- Applicants must be an Australian Citizen, Permanent Resident or hold a valid work permit or visa
- Applicants will be subject to a probation period of six months
- Applicants must provide two professional reference checks

## HR - Position Description - General Manager

### Approved

Name	Jenelle Henry
Position	Chief Executive Officer
Signature	
Date	

### Incumbent Statement

I have read and understood the above position description and agree to all conditions contained herein

Name	
Signature	
Date	