

Position Description - Operations Manager

Position Title:	Operations Manager
Work Location:	Morwell / Drouin
Employment Conditions:	Permanent
Award Classification:	Social, Community, Home Care and Disability Services Industry Award 2010 <i>Headway Gippsland proudly pay above Award conditions</i>
Tenure:	Ongoing
Position Reports To:	General Manager

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.

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About The Role: Operations Manager

As our Operations 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. Your leadership will directly enable streamlining and efficiencies in all areas of service delivery across our business.

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

Tasked with the operational functioning of our people and our business, this role is accountable for the development of performance enhancing process, policy and performance development for our people and our activities.

This role will coordinate, review, monitor and report on a range of key metrics to enable transparency and accountability in all that we do. The Operations Manager will actively facilitate review and improvement of our people initiatives including; recruitment and attraction, performance management and compliance motivated process improvements.

The Operations Manager holds a senior leadership position and in direct consultation with our teams and the General Manager, will lead and explore options, opportunities and developments in customer experience, service delivery, systems and technology to optimise our participant outcomes.

The Operations Manager ensures these activities across our business are resourced by skilled, organised and efficient team members. They achieve high levels of customer service through their supervision and training of our plan management team, intake role, and CRM functions. They actively identify and implement technology and system improvements within a budgetary framework.

From recruitment to training, to performance and staff culture initiatives, this role is a pivotal piece of our business and commitment to staff and participants. The role is a mix of both proactive and continuous improvement, as well as reactive support and activities. They are a skilled relationship manager and committed to reliable, accurate and considered advice and action. They will be diligent in time management, documentation, record keeping and reporting, and will draw on the expertise within the business to ensure an organised and considered approach to HR and audit compliance throughout the year.

This opportunity applies to a person with previous experience in senior management / leadership functions preferably in the disability or non-for-profit sector. This role will be responsible for the appropriate response to complex tasks, changing priorities and urgent queries and would operate in a highly autonomous manner. The Operations Manager will be well versed in the effective administration of our CRM systems, records management and reporting processes, and will be responsible for managing our team in their compliance with these systems and standards administration as instructed by the NDIS. The Operations 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.

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KEY RESPONSIBILITIES

Business Operations & Development

- Look for opportunities to streamline services and find efficiencies within the operation of the managed area
- Lead the development and implementation of relevant workforce attraction, retention and reward and recognition systems; including recruitment and contract processes
- Develop and implement performance management systems with coordinators and lifestyle officers, lead activities to ensure compliance with policy and provision of coaching support as required
- Lead the effective management and delivery of best practice support services and systems
- Identify and implement technology improvements within a budgetary framework
- As part of the Executive team participate in the design and development of policies and procedures for the organisation

Administration & Reporting

- Coordinate, review, monitor and report on a range of key metrics
- Wide ranging supports including; regular liaison with and support to the General Manager, auditing or standards control, project management, reporting and solution generation to crisis or operational issues
- Collate accurate, thorough, and clear records and details as they relate to our participants, processes, and activities
- Adhere to and implement administrative standards as well as applicable policies and procedures including references to the NDIA rules, NDIS, confidentiality, and client rights
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decision

People Management & Leadership

- Lead from the front, demonstrating appropriate behaviours and commitment to Headway Gippsland's objectives
- Lead and explore options for our plan managers in delivering exceptional customer service to our participants
- Contribute to organisational compliance, best practice operations and service delivery
- Manage and monitor adherence to performance standards, codes of conduct, project, and service benchmarks
- Undertake necessary staff recruitment and training, including ongoing supervision and support
- 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
- Relay accurate content to our CRM system and client files, financial systems, and archives.
- Respond to urgent staff queries and matters with appropriate urgency, empathy, and professionalism
- Appropriately refer matters to General Manager as necessary

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External Contact

- Liaison with a variety of 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.
- Administer all professional correspondence with our stakeholders in a time- efficient and organised manner, in the timelines committed.

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 CEO or Board as stipulated in individual performance development plan.

REPORTING

Line Manager:	General Manager
Manages:	Plan Management team, Intake Role, CRM functions
Key Stakeholders:	External parties and the general public, our internal Planning and Support Teams, Volunteers, Participants, Family Members, Administration, Management and other staff. Role may also interface with centre suppliers, third party agencies or supports as appropriate.
Note:	Reporting arrangements may change from time to time depending on business requirements.

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KEY PERFORMANCE INDICATORS (KPI'S)

- Development and implementation of the Headway Gippsland people strategy from workforce planning, attraction, retention, reward, and recognition. This includes oversight of recruitment, contract and performance systems
- Ownership of policy, performance and conduct standards, ensuring compliance with policy and provision of appropriate coaching and training where required
- Demonstrated commitment to continuous improvement, with a regular review of opportunities, developments and variations to service for our participants benefit
- Supervision, support and direction of plan management, intake and CRM functions of the business
- Review, identify and implement business efficiencies within budget, priority and scope for Headway Gippsland, including technology advancements
- Accurate, timely and continuous management and development of organisational systems, budgets and processes with a focus on efficiency, improvement and quality of outcomes for our participants
- Operational adherence to NDIA rules, NDIS guidelines and expected service standards set by Headway Gippsland
- Ability to self-manage and prioritise tasks, demonstrating a systematic and organised approach to work
- Maintains a high level of discretion and confidentiality, professionalism and service standards (internally and externally), leading our team by example
- Demonstrated ability to communicate with relevant staff regarding issues to effectively problem solve and make operationally effective decisions

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

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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 Drivers Licence
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

Approved

Name	Wendy Matthews
Position	General Manager
Signature	<div style="text-align: center;"> X <hr style="width: 30%; margin: 0 auto;"/> </div>
Date	

Incumbent Statement

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

Name	
Signature	
Date	