

Position Description

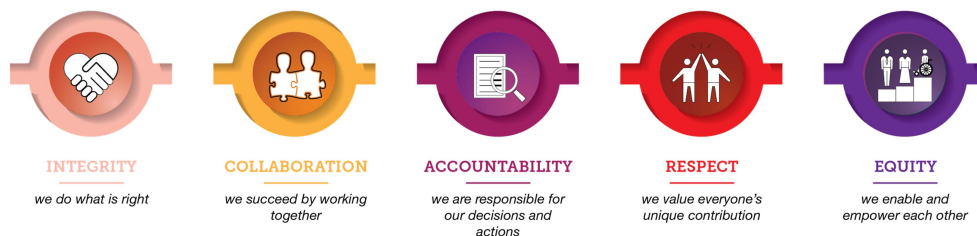
Position Title	Operations Manager St Arnaud
Position Reports to	Executive Manager Accommodation
Position Leads	2 Team Leaders, 1 Administration Coordinator and Support Workers.
Location	1 Long Street, St. Arnaud, Victoria
Employment Type	Permanent, Full-time
Last Updated	July 2019

Why are we here?

Purpose: We work with people to create a life that works for them.

Our Vision: To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

How do we do this?



What is your purpose?

The Operations Manager St Arnaud leads and manages all aspects of service delivery and relationship management associated with the delivery of flexible, customer centric, contemporary services and supports for people with a disability and their family and carers. The role is responsible to ensure services are designed and delivered in accordance with service plans, contractual requirements and in alignment with the strategic direction of McCallum.

A member of the McCallum Executive leadership team, this position reports to the Executive Manager Accommodation Services and is responsible for any St Arnaud site decisions. The position directly manages the Intake and Community Access functions and leads Team Leaders to deliver Accommodation and Employment services.

How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
Service Delivery	<ul style="list-style-type: none"> In conjunction with the Executive Manager Community Access, design and deliver Community Access services at St Arnaud, ensuring customer centred program development and consideration of our customers' whole of life experience. In conjunction with the Customer Experience Team, facilitate Intake services, including the creation of cost estimates,

	<p>service agreements and induction for all customers of St Arnaud.</p> <ul style="list-style-type: none"> • Manage Team Leaders of Accommodation and Employment Services, ensuring programs are developed in alignment with the strategies of the Executive Manager Accommodation and Executive Manager Employment (Industries).
Customer Experience and Quality	<ul style="list-style-type: none"> • Implement McCallum's outcome framework and customer experience reporting in the St Arnaud business. Work with the Customer Experience team to coordinate our customer's annual plan reviews. • Seek and report on customer feedback. Personally manage all escalated customer complaints and related service issues through structured investigation and resolution. • Implement and champion our Quality Management System. Ensure our policies and practices reflect contemporary, evidence-based service approaches that meet legislative and regulatory requirements, particularly the National Disability Insurance Scheme. • Ensure all services remain compliant with all relevant legislation and service agreements.
Leadership and Collaboration	<ul style="list-style-type: none"> • Provide strategic direction to St Arnaud, supporting the delivery of McCallum's strategic priorities and contribute to the wider development/implementation of McCallum's strategic plan. • Build collaborative networks with the senior leadership team to ensure that customer service delivery standards and performance metrics are achieved. • Lead and manage the St. Arnaud Team Leaders and develop a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect, and accountability. • Work collaboratively with the senior leadership team to identify, develop and implement key organisational plans, stakeholder engagement strategies and staff performance plans. • Champion the organisation within the community, attending stakeholder meetings as required. • Oversight of the governance and administration of the St Arnaud Auxiliary • Actively engage and partner with funding bodies • Champion McCallum's code of conduct and values, acting in accordance with our policies and procedures at all times.
Finance and Business Development	<ul style="list-style-type: none"> • In conjunction with the Financial Controller, design and implement the capital and operating budgets annually and regularly report progress. • Set operational targets annually and monitor outcomes monthly within all operational areas/programs • Report monthly on the performance and development of the St Arnaud business • Actively seek opportunities to grow and develop the St Arnaud business in line with the strategic plan, with particular consideration to the support of NDIS thin markets.

Employee Experience	<ul style="list-style-type: none"> • Lead and manage the operational work of St Arnaud. • Ensure appropriate resourcing and rostering of the Community Access Programs, and provide direct management of Community Access support worker team. • Supervise the performance of Team Leaders, coaching, mentoring and supervising direct reports to enable them to deliver set goals and KPIs. • Promote a positive and safe work culture within the team, manage team conflicts as they arise and escalate when necessary. • Identify learning and development opportunities for staff and manage their performance through effective goal-setting and performance appraisals. • Manage workforce planning requirements for St. Arnaud including forecasting needs, supporting recruitment and selection processes and on-boarding new employees.
Systems	<ul style="list-style-type: none"> • Monitor existing service levels and make recommendations regarding new and growing services. • Imbed continuous improvement practices and take a project management approach to the attainment of goals.
Self-care and professional development	<ul style="list-style-type: none"> • Participate in monthly supervision with the Executive Manager Accommodation • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as required.

What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do
- Quality, safety and risk management is paramount to you and will not be compromised.
- You are a consultative, collaborative and inclusive leader, decision maker and advisor.
- You achieve results. You are focused, work to a plan and deliver.
- You use clear, tailored, appropriate communication and use a variety of methods to share information.
- You build and maintain relationships with your colleagues, customers and stakeholders.
- You are a team player that actively participates and champions supportive, values driven work environment.
- You understand that change happens for a reason, and have the ability to bring your team with you.

Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- National (and International if applicable) Police Check
- Victorian Employee Working with Children Check
- Right to Work in Australia
- Disability Work Exclusion Scheme Check; and
- Current Drivers License.

Essential

- Significant and proven experience with a record of achievement in managing the delivery of Health and Human Services.
- Demonstrated knowledge of the needs of people with disability including person centred approach, positive behaviour support and consideration of whole of life.
- Experience at operational management level with full financial responsibility and operational reporting.
- Demonstrated effective people leadership including the management of workplace culture, performance, complaint and concerns.
- Advanced knowledge of the NDIS and other relevant legislation, regulations, standards and industry trends.
- Proven capacity to operate both strategically and operationally with expertise in customer service execution
- Demonstrated experience in budget management and knowledge of financial principles.
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment with the ability to lead, supervise, coach, and develop employees.
- Demonstrated ability to critically analyse issues and develop and implement effective strategies and solutions that support McCallum's goals and values.
- Excellent communication skills including the ability to prepare high quality written reports, policies, action plans correspondence and other documentation as required.
- Exceptional interpersonal skills, with the ability to build credible relationships as well as negotiate and resolve conflict
- Demonstrated change management implementation experience.

Desirable

- Tertiary qualifications in a relevant discipline.
- Experience in managing the delivery of disability support services
- Current professional networks that maintain and enhance industry knowledge and learning.

Approval:

Employee Signature: _____ Date: _____

Manager Signature: _____ Date: _____

CEO Signature: _____ Date: _____