

## POSITION DESCRIPTION – **MANAGER**

Position Title	Regional Operations Manager	Department	Queensland Directorate
Location	Various	Direct/Indirect Reports	2-4/ up to 26
Reports to	Regional Manager	Date Revised	August 2019
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 5	<b>Job Evaluation No:</b>	<b>HRC0006849</b>

### ■ Sub-Delegation

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

### ■ Position Summary

Reporting to the Regional Manager, this position provides leadership, operational management and development to enable the delivery of high quality services and organisational growth. It performs a crucial management function in leading a workforce that delivers services to people experiencing extreme vulnerability within a specified location. The role supports the Regional Manager by ensuring on the ground leadership to support the translation of the organisation's strategic direction into a viable local level operating (program and practice) framework to ensure services are well managed and responsive.

It holds a key leadership role within the region and is accountable for the operational management of service teams to deliver a number of services that span across a range of thematic areas (i.e. homelessness, child and families, social inclusion, youth, emergency services etc.), in a specified location.

In addition to providing high quality leadership and operational management, this position will also assist to identify business growth and improvement opportunities to meet community need and to ensure quality standards. It is responsible for driving a culture of high performance, client focus and continuous improvement in Red Cross within Queensland.

### ■ Position Responsibilities

#### **Key Responsibilities**

##### **Contract management, compliance and performance**

- In coordination with the Regional Manager, execute operational management of multiple service contracts and ensure compliance (performance, relationship and funding allocation) and delivery of contracts are in accordance with the contractual specifications, scope of work, and other terms and conditions.
- Support team leaders and members to produce quality service data (qualitative and quantitative) in line with funding schedules and organisational requirements.
- Compile quality performance reports to demonstrate compliance against external and internal KPIs.

- Develop and manage the regions yearly budget in consultation with the Regional Manager including coordination of monthly budget and financial reporting processes, analysis of end of month performance reports and service contracts.
- Develop reports and relevant documents that can be used to support business decisions; measure impact and performance, and showcase learning and progress.
- Coordinate performance reporting and accreditation processes including supporting development, implementation and monitoring of improvement plans.
- Build strong partnerships with external funders and partners by participating in contract meetings and sharing key achievements.

### **Quality and Risk Management**

- Ensure continuous improvement processes are adopted within the portfolio of services; work closely with the Senior Practitioner to embed contemporary and evidence-based models, practices, processes and systems
- Coordinate, monitor and respond to organisational compliance requirements and ensure services and teams comply with both internal and external legislative standards, policy and accreditation obligations.
- Coordinate quality and continuous improvement processes, including quality audits and self-assessments to demonstrate compliance with Human Services Quality Framework through certification against the Human Services Quality Standards
- Ensure staff adherence to the standards of behaviour set out in the Red Cross Child Protection Code of Conduct and Child Protection Policy and actively develop staff capabilities to engage in child safe practices
- Implement appropriate evaluation methodologies to measure success, learnings and feedback learnings; document and share findings via endorsed methods (i.e. reports, briefs, improvement plans, etc.) with Regional Managers and others where required.

### **Workforce Development**

- Oversee the capacity building of staff in the region including compliance with processes, implementation of evidence based practice frameworks, access to training and professional development initiatives and completion of local staff inductions.
- Develop and implement workforce development plans (in line with budget) that build team's technical competencies; ensure staff development is observable, sustainable and in line with the core requirements of the role and program model.
- Ensure service staff are encouraged and supported to actively engage in reflective practice processes and participate in regular supervision to validate and ensure a healthy workplace culture.

### **Innovation, Integration & Growth**

- Contribute to service design and development and assist Team Leader's in delivering evidence-based programs, based on performance standards, assessments, client data, research on effective practice, community and user needs, demographics, resources, and economic and technological trends
- Support the Regional Manager to anticipate and respond to external and internal business drivers that require changes in workplace and/or workforce arrangements; and provide advice on key matters, trends and developments
- In collaboration with the State Emergency Services Manager, represent Red Cross in regional emergency management committees, forums and networks to build local partnerships that support the achievement of emergency services outcomes.
- Engage with community stakeholders and members to build capacity of Queenslanders to prepare for, respond to and recover from natural disasters and emergencies.

### Key Responsibilities - general

- Contribute to Red Cross Strategy 2020 by planning for and responding to disasters and other significant emergencies and/or supporting business continuity.
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of issues, grievances and complaints.
- Ensure accuracy and maintain appropriate office management systems (electronic and manual) including filing and quality assurance document control systems.
- Collect and action accordingly, administration related correspondence, emails, and general enquiries pertaining to all aspects of the portfolio, under the guidance of the line manager.

## ■ Position Selection Criteria

### Technical Competencies

- High level professional experience, expertise and competence in contract management, compliance and quality management.
- Proven leadership and management experience in a human services context and skills in forging a team-based approach and providing direction, supervision and support to diverse, multifaceted teams, in a large matrix based human service organisation.
- Proven ability to supervise, develop, and lead the performance of service teams across a broad service portfolio and enable a highly focused, client service oriented workforce to effectively implement strategies that support positive change and improve outcomes for clients and communities.
- Applied understanding of humanistic theories and practices and experience in developing and managing a variety of service types (i.e. case management, outreach, centre-based, hubs) that are responsive and meeting client need
- Senior level experience at fostering positive and sustainable partnerships with funding bodies and departmental staff, sector partners/networks, and other key stakeholders (both internal and external).
- Senior level communication, interpersonal, negotiation and conflict resolution skills with an ability to work in ambiguous environments, adapt, and deal with situations and manage stakeholder expectations including the ability to promote, represent and influence successfully.
- Strong conceptual, analytical and problem solving skills with proven ability to identify issues, provide detailed analysis and determine appropriate courses of action for achieving goals including capacity to develop integrated, cost efficient and customer focused solutions.
- Specialised skills and techniques in evidence-based, quality and compliance management, with demonstrated experience in the coordination of services quality assessments and implementation of continuous improvement systems and processes
- Demonstrated experience managing financial processes and procedures with an emphasis toward budget development, transactional finance and managing contractual obligations.
- Experience working with, and a sound understanding of the needs of, Aboriginal and Torres Strait Island people and people from culturally and linguistically diverse backgrounds.

### Qualifications/Licenses

- Diploma or tertiary qualifications in Community Services or related field is desirable
- Extensive knowledge and/or experience in not for profit/human services sector
- Current Drivers Licence

## Behavioural Capabilities

- **Personal effectiveness | Achieve results** | Demonstrated ability to coach and support teams to achieve the results committed to. Accepts responsibility for ensuring team goals are achieved. Ability to manage changing circumstances and potential challenges.
- **Personal effectiveness | Solving problems** | Demonstrated ability to use data, knowledge and experience to identify problems potentially impacting teams or programs and proactively develop and implement effective solutions.
- **Team effectiveness | Managing performance** | Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
- **Organisational effectiveness | Focussing on clients** | Proven track record in ensuring a high quality service is provided by the team to internal and external clients and stakeholders. Actively seek and respond to client issues and measure effectiveness.
- **Organisational effectiveness | Innovating and improving** | Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.

## ■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:  
**Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality**
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters