

POSITION DESCRIPTION – MANAGER

Position Title	Senior Manager – Community Services	Department	Community Programs
Location	Perth, WA	Direct/Indirect Reports	6
Reports to	Director – Western Australia	Date Revised	Jan 2021
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 6	Job Evaluation No:	HRC0030697

■ Sub-Delegation

An individual at the Manager level is responsible for some or all of the following: people, financial, functional, and thought or change leadership outcomes. Individuals at a Manager level lead and implement strategies and operational plans to achieve organisational objectives. The Manager level leads specialist (functional or knowledge areas) or complex, multi-disciplinary teams. An individual at the Manager level typically reports to an individual at the Executive level.

■ Position Summary

The Senior Manager - Community Services is responsible for the leadership, strategic development, and effective operational management of Red Cross Community programs in both metro and regional Western Australia (including Telecross, Housing & Homeless Programs, Family Support, Short Stay Accommodation site (Goldfields) Food Security, Financial Counselling, Community Development (Place based), Justice, and CVS.

The role includes responsibility for the delivery of high quality services, effective financial performance, the use of contemporary community engagement and community development processes, and the creation/maintenance of strategic and operational relationships.

■ Position Responsibilities

Key Responsibilities

Leadership

- Support the Executive Director, and National Managers, and effectively participate as a member of the Western Australian Senior Management Team
- Support the National Management team with the development of Strategic Business Plans and key specific projects
- Develop Programs and gain funding for new areas of focus including extension of Homeless programs and programs targeting Offenders and their families
- Provide direction and leadership to the Community Services workforce, particularly during periods of significant change, in accordance with national strategy and policy
- Coach, mentor and develop direct reports in order to achieve agreed outcomes
- Encourage innovation and creativity in developing and delivering services, programs and community support responses

- Promote effective communication, model appropriate behaviours, contribute to a positive organisational culture, and represent Red Cross in a professional manner

Operational

- Ensure service delivery is undertaken in line with national strategies, policies and standards and contractual obligations
- Develop and implement plans for Western Australia that ensure the delivery of national strategies
- Ensure that performance indicators, structures and systems are in place to support the achievement of Red Cross strategic goals
- Ensure core initiatives, programs and services are coordinated and resourced effectively

Financial

- Manage annual budget setting, forecasting and review process
- Ensure that Community Services Programs operate within budget and in accordance with Red Cross policies and standards
- Seek opportunities to increase income streams and enhance the sustainability of Community Services

Compliance

- Promote a proactive approach to the management of OHS issues and ensure implementation of the Red Cross OHS plan/strategy
- In accordance with Red Cross policy and legislation ensure the effective management and resolution of client, employee, volunteer and management issues, grievances and complaints
- Ensure Risk Audits are undertaken in line with national policy and that risk management plans are implemented and monitored
- Provides accurate, timely reports as required

■ Position Selection Criteria

Technical Competencies

- Ability to work effectively as part of a team and within a matrix management structure
- Senior leadership experience in a complex community service or service delivery organisation
- Demonstrated ability to develop, mentor, and coach staff and volunteers
- Demonstrated experience in developing strategic and operational partnerships and the ability to influence internal and external stakeholders at various levels
- Ability to develop and deliver innovative service and strategic initiatives within budget constraints
- Well-developed analytical, problem solving and decision making abilities
- High level planning and organizational skills including good time management
- Highly developed oral and written communication skills, including presentation and media liaison.
- Basic proficiency in MS Office or similar software

Qualifications/Licenses

- Tertiary qualifications in management, business administration, community services or related fields
- Current Drivers Licence or equivalent

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.
- **Team effectiveness | Collaborating** | Proven track record as an approachable leader, supporting and building positive and constructive relationships within teams. Valuing diversity and supporting cultural differences within teams.
- **Team effectiveness | Managing change** | Demonstrated capability to lead, support and manage change within teams. Understanding the impact on the team and taking ownership for implementation of change.
- **Organisational effectiveness | Thinking strategically** | Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and manage risk appropriately.

■ 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.