

# POSITION DESCRIPTION

## Operations Manager

### Position Purpose

The Operations Manager is responsible for providing leadership to a group of House Supervisors to ensure the delivery of quality disability accommodation services. This includes compliance with legislative requirements and Home@Scope policies and procedures, people management, budget and resources management and quality improvement.

<b>Division:</b>	North/ East/ South/ West Division	<b>Reports to</b>	Customer & Service Delivery Manager
<b>Category:</b>	Client Services Operations	<b>Direct Reports:</b>	House Supervisors
<b>Internal Relationships:</b>	Frontline leaders/ Management team/ Disability Support Workers/Therapists	<b>External Relationships</b>	Customers Family members, Health Care providers, Educational facilities and external funding bodies including NDIA and DHHS
<b>Employment Contract</b>	Permanent	<b>Award</b>	Disability Services Enterprise Agreement Victoria 2018 - 2022

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<b>Scope's Mission</b>	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
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<b>Scope's Vision</b>	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"> <li>• support and listen to each person and their family.</li> <li>• provide leadership to influence strategy and policy.</li> <li>• deliver person driven, flexible &amp; responsive services to build a sustainable future.</li> <li>• build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li> </ul> <p>We will deliver better outcomes.</p>
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<b>Scope Approach</b>	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p><b>see the person do it together</b></p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;">  <p><b>do it right</b></p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;">  <p><b>do it better</b></p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;">  <p><b>do it better</b></p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>
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Key Function	Key Accountabilities, Responsibilities & Deliverables
<p><b>Service Delivery</b></p>	<p><b><u>Service Delivery</u></b></p> <ul style="list-style-type: none"> <li>• Convey information including department strategy, to clients and their families, and other people in the lives of customers.</li> <li>• Develops relationships within the broader community to help ensure the best possible outcomes for people living with disabilities.</li> <li>• Lead internal or community information sessions or consultative processes.</li> <li>• Lead complex negotiations with family members, medical services, activity services, Police, Mental Health Services and other community services to support planning for future client requirements and to negate risk.</li> <li>• Communicate effectively with community agencies, health care practitioners, government departments and advocacy groups on matters requiring a detailed understanding of disability policy objectives.</li> <li>• Advocate within the broader community, on behalf of clients and their families, to support inclusion, participation, respect for rights and a commitment to effective service delivery.</li> <li>• Work with complex clients to provide access to resources intended to ensure an agreed level of care and quality of life.</li> </ul> <p><b><u>Employee Utilisation</u></b></p> <ul style="list-style-type: none"> <li>• Participate in staff planning and service functioning across multiple sites, including:               <ul style="list-style-type: none"> <li>- roster development, staff replacement, staff recruitment, leave planning and work allocation processes</li> <li>- plan for staff capability: set performance expectations; educate staff on policies and standards; work with staff to develop career opportunities and access to training and skill enhancement</li> </ul> </li> <li>• Review staff decisions and performance</li> <li>• Participate in developing and maintaining collaboration including offering and receiving feedback and providing peer review.</li> <li>• Share new strategies with colleagues and provide leadership to staff.</li> <li>• Exercise financial accountability relevant to the role</li> </ul> <p><b><u>Administration</u></b></p> <ul style="list-style-type: none"> <li>• Interpret client data (including whole system analysis) to identify appropriate actions to meet client interests at a while service or group</li> <li>• Prepare detailed reports or provide data, within area of responsibility as required</li> <li>• Participate in the development and implementation of systems that ensure staff are able to deliver desired outcomes for clients including systems to support planning, budgetary, resource management, risk management and quality assurance functions, within area of responsibility.</li> </ul> <p><b><u>Compliance</u></b></p> <ul style="list-style-type: none"> <li>• Comply with Home@Scope Policies and Procedures as applicable to your role</li> <li>• Remain compliant with all mandatory training, and participate in meetings as requested</li> <li>• Ensure Quality Standards are met</li> </ul>
<p><b>Financial Outcome</b></p>	<ul style="list-style-type: none"> <li>• Manage time and other resources productively with a view to ensuring optimum results for clients and the department. Responsible for budget allocation for a designated area.</li> <li>• Ensure that annual operational budgets are developed, and budget targets are met.</li> <li>• Monitor to ensure customers are supported to self-manage their NDIS plan.</li> <li>• Monitor to ensure that the customers, the Household Budget is managed, and regular and accurate reports are provided for customers and their families</li> <li>• Monitor to ensure that customers are provided with appropriate assistance to manage their individual finances if requested.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Ensure that goods and services required by residents are arranged and invoices paid in a timely manner.</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Together with the line management team and House teams, responsible for the uploading and recording of Complaint and Incident reports through the appropriate systems</li> <li>• Responsible for ensuring that Home@Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.</li> <li>• Ensure your behaviour does not discriminate, bully or harass.</li> <li>• Participate in meetings, training and other OH&amp;S activities as required</li> <li>• Ensure a safe, clean, tidy and hygienic work environment in accordance to OH&amp;S requirements and ensure all entries and exits are clear from obstructions.</li> <li>• Demonstrate and participate in evacuation procedures.</li> <li>• Participate in risk assessments and maintenance of areas and report safety concerns to the coordinator or OH&amp;S Representative.</li> <li>• Report all incidents, near misses, equipment repair requirements and illnesses to the site coordinator.</li> <li>• Identify and address and OH&amp;S issues that arise.</li> <li>• Adhere to Home@Scope’s Restrain and Seclusion Procedure.</li> <li>• Manage Return to Work processes and related internal risk management</li> <li>• Monitor and evaluate service performance and effectiveness and implement changes to improve quality and responsiveness, with support from senior management.</li> <li>• Supervise/Oversee support and colleagues to identify risks to clients, staff and community health, safety and wellbeing, including illegal action, and apply established isk management strategies.</li> </ul>
<b>People Leadership</b>	<ul style="list-style-type: none"> <li>• Lead a dynamic team to provide exceptional support services.</li> <li>• Strong Leadership qualities and change management skills.</li> </ul>

<b>SELECTION CRITERIA</b> <b>Position Title</b>	
<b>Skills, Knowledge, experience, qualifications and training</b>	<p><b><u>Essential</u></b></p> <ul style="list-style-type: none"> <li>• Current Level 2 First Aid Certificate and CPR</li> <li>• Advanced Diploma of Disability (or equivalent qualification / experience), or Bachelor of Applied Science (Disability) or equivalent, or eligible to be registered, as a Mental Retardation Nurse.</li> </ul> <p><b><u>Desirable (but not essential)</u></b>                      Previous experience in the disability field</p> <p><b><u>Home@Scope Provided</u></b>                      Pre-Employment Assessment Center – pass module.</p> <ul style="list-style-type: none"> <li>• Expertise and knowledge in the direct delivery of services to people living with disabilities and related standards across a service or practice area. This includes:                             <ul style="list-style-type: none"> <li>- Specialised and contemporary understanding of disability including evidence-based practice principles and an ability to apply this theoretical knowledge to client support.</li> <li>- Knowledge of and skill with coaching, supervision and planning practices.</li> </ul> </li> <li>• Knowledge of complex conditions that impact on disability and the capacity to remain up to date with related developments.</li> <li>• Capacity to explore research and trends in health conditions and broader social circumstances to support greater levels of well-being for client groups.</li> </ul>

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<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>• MS Office capability particularly Excel and Word</li> <li>• Attention to detail, organisational and time management skills.</li> <li>• Ability to work effectively within a busy environment and meet deadlines</li> <li>• Ability to work independently as well as collaboratively with others.</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• Positive attitude and willingness to learn and contribute.</li> <li>• A genuine interest in the well-being and inclusion of people with disabilities.</li> <li>• An appreciation of the immense value that diversity brings to communities.</li> <li>• Excellent communication skills with an ability to interact with a wide range of people.</li> <li>• Lateral thinking and creative problem-solving skills.</li> <li>• Ability to adapt to various situations and changing priorities.</li> <li>• Proven ability to assume responsibility and be self-directed and operate independently</li> </ul>
<b>Licenses &amp; Accreditations</b>	<ul style="list-style-type: none"> <li>• Cleared NDIS Worker check issued within the last five years.</li> <li>• Working with Children's check (Employee category)</li> <li>• Must satisfy all visa requirements for working in Australia.</li> </ul>

### Authorisation:

This Position Description has been reviewed and approved by the Chief Operations Manager.

People & Culture Authorisation

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Job Evaluation Completed: \_\_\_\_\_ Position Created: \_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_