



REGIONAL DIRECTOR

Position Description

22 October 2020

Central Office
Collingwood
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anglicarevic.org.au

**BETTER
TOMORROWS**

WHY THE ROLE MATTERS

The Regional Director is responsible for all aspects of leading and managing the Region in respect to delivering against our operational requirements and developing regional business plans in line with the overall Anglicare Victoria (AV) Strategy.

The Regional Director has accountability for operational service delivery that typically include a broad range of Statutory Out of Home Care, Family and Community Services program areas; all of which provide services and care to disadvantaged children, young people, families & individuals. The role is a member of the Senior Management Group and is involved with strategic planning, sharing learnings and best practice and will take a lead on key initiatives in delivering great outcomes in respect to clients, employees and stakeholders in line with the longer-term strategic plan.

HOW WE MAKE A DIFFERENCE

At AV our focus is on transforming the futures of children, young people, families and adults. Our work is based on three guiding pillars: Prevent, Protect and Empower. We offer a comprehensive network of services and seek to ensure the provision of high quality services that will bring about significant improvements in the life experience of the young people, children and families/caregivers with whom we work.

Our employees are how we make that difference and our commitment is to create an environment where employees feel valued and rewarded. We strive to have a diverse and inclusive workplace, where everyone can make a difference and we are known as a truly great place to work.

QUICK FACTS ABOUT THE ROLE

Reports to:	Director Operations
Budget:	\$30 - \$40m
Direct reports:	9 -10 Operational Program, Quality & Administration Managers
Indirect reports:	300 – 350 Region Employees
Internal Stakeholders:	Executive Group, Board, Managers and Employees
External Stakeholders:	DHHS, Strategic Partners, Government, Community Groups

WHATS EXPECTED IN THE ROLE

1 Operational:

- Provide clear and consistent expert leadership and management to all AV services located within the region and ensures alignment more broadly within AV.
- Proactively manage and resolve service, financial and human resource issues at a local level and in accordance with the organisation's expectations.
- Oversee the development of regional business plans that will bring about the achievement of the AV Strategic Plan; and quality service outputs and outcomes, through the astute deployment of all available resources and infrastructure.
- Develop growth and innovative initiatives, actively engaging in relationships with stakeholders that position AV at the forefront of negotiations that realise positive outcomes for clients, the sector and the organisation.
- Develop an integrated service system capable of customising creative service responses to client needs and service contract expectations.
- Lead and coach senior managers within the Region accountable for development and implementation of the Business Plan as it relates to their service.
- Identify and report critical issues (barriers, opportunities or threats) as they arise and which have consequences for service delivery, financials and our people resources and infrastructure.
- Lead a consistent whole of agency approach to Operations and Service delivery.

2 Strategic

- Implement AV's strategic objectives by leading strategic growth and development initiatives, responding to funding and strategic opportunities and ensure the service delivery and performance of programs run by AV are meeting the organisations expectations.
- Lead and manage from a regional vantage point the strategic, operational and financial imperatives to a high standard and in accordance with AV policies and expectations.

3 Quality

- Proactively manage performance reporting, risks and the quality agenda (service delivery, operational performance targets, outcomes, client wellbeing/safety/care and complaints) to meet contractual requirements and eliminate or mitigate outcomes likely to compromise the standing and reputation of the organisation.

Your role in creating a safe workplace for all	Your role in creating an inclusive workplace for all
<ul style="list-style-type: none"> • Take a leading role in creating a safe place for all, by taking accountability for health, safety and wellbeing, role modelling behaviours and never walking past an unsafe act. • Create an environment where all employees feel safe and our employees know we genuinely care about their wellbeing. Take time to go and see our operations and understand how our policies and procedures are lived and proactively address risks to keep our employees safe. • Report all injuries, illness or ‘near misses’ and educate your teams about the benefits of reporting in order to create a truly safe workplace. • Actively participate and ensure health and safety training based on roles and responsibilities for your teams are not negotiable, the safety of our team is important. And your region has robust OH&S Committees that have appropriate support from senior leaders. 	<ul style="list-style-type: none"> • Build an engaged, positive and professional workplace culture in line with our mission and values • Create a diverse and inclusive workplace where everyone is welcome at Anglicare Victoria, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation and physical ability. Champion actions that bring about positive inclusion in our workplace. • Role model positive behaviours and an open, inclusive and collaborative approach to working always behaving ethically and with integrity.

WHAT YOU NEED TO BRING TO THE ROLE

4 Our key selection criteria – outlined in bold

Your training and qualifications
<p>Relevant tertiary qualifications:</p> <ul style="list-style-type: none"> • Social Work, Psychology, Sociology or equivalent (required) • Qualifications in Business Management (highly regarded)
Your approach
<p>Leadership Traits:</p> <ul style="list-style-type: none"> • Optimism in your everyday approach and have a natural curiosity • Under pressure and in everyday situations you have confidence and composure balanced with empathy • You are open to differences and adaptable to deliver better outcomes • You have an ability to influence outcomes and you have persistence • Tolerance and acceptance of ambiguity • Ability to develop talent and work collaboratively

Your experience	
<p>Operational experience in high risk human service delivery:</p> <ul style="list-style-type: none"> • Comprehensive operational experience in high risk human service delivery e.g. statutory OOHC services, family services, community services • Capacity to develop growth and innovative initiatives. <p>General Management and Leadership:</p> <ul style="list-style-type: none"> • Experience in people leadership. • Ability to implementation of an organisational wide strategic plan within a region, • P&L, budgeting and financial management. • Proven experience in tender management and new business development. • Experience in contract management, planning and policies. <p>Diversified role experience:</p> <ul style="list-style-type: none"> • Experience in working or leading across broad services. <p>Stakeholder Management:</p> <ul style="list-style-type: none"> • Experience in engaging and managing various stakeholders • The ability to negotiate appropriate outcomes that deliver for clients, the sector and the organisation. • Capacity to represent the interests of the organisation publicly and build appropriate relationships. • Confidence in managing expectations of the key stakeholders and involving them when required. <p>Risk Management:</p> <ul style="list-style-type: none"> • Capacity to proactively and expertly foresee, manage and resolve service, financial and human resource issues at a local level and in line with organisational policies, standards and expectations. 	
What's non-negotiable for the role	
<ul style="list-style-type: none"> • All AV team members must provide evidence of their valid working rights through an Australian/New Zealand birth certificate or passport, Citizenship certificate or Permanent residency certificate or an International passport with evidence of a valid working visa, which is subject to a Visa Entitlement Verification Online (VEVO) check. • All Anglicare Victoria team members' offers of employment are subject to a satisfactory Criminal History Check and possession of a current Working with Children Check prior to commencement. • A current Victorian Driver's license 	