

POSITION DESCRIPTION – **MANAGER**

Position Title	Manager – Kalgoorlie Aboriginal Short Stay Accommodation (KASSA)	Department	Community Programs – Goldfields Regions, Western Australia
Location	Kalgoorlie	Direct/Indirect Reports	20
Reports to	Regional Operations Manager	Date Revised	May 2021
Industrial Instrument	WA Enterprise Agreement		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0037902

■ Position Summary

This position is responsible for the day-to-day management of the Kalgoorlie Aboriginal Short Stay Accommodation (KASSA) which provide safe and temporary accommodation with access to appropriate services and supports for Aboriginal people, from the Spinifex Lands who are visiting Kalgoorlie-Boulder for personal business. The position is responsible for the management of facility staff and volunteers, delivery of culturally appropriate services and supports to facility residents. The position is also responsible for the ongoing implementation of processes and policies that ensure the safety, legislative compliance and efficient management of the facility. The position holder is required to be multi-skilled and flexible, with excellent staff management (including rostering), facility management, community service, IT and systems management skills, sound knowledge of workplace health and safety legislation, excellent written and verbal communication skills and the ability to develop and maintain supportive relationships with staff, volunteers, residents and community members. The position requires flexible working hours.

■ Position Responsibilities

Key Responsibilities

- Manage, lead, develop and support facility staff in accordance with organisational requirements and maintain a strong, integrated, effective and supportive team.
- Maintain effective partnerships and relationships with the Aboriginal communities and organisations that utilise the facility and with a wide range of government and non-government agencies in the region, including key partner organisations.
- Ensure a culturally safe environment is always harnessed at the KASSA facility by promoting inclusion, respect and diversity.
- Ensure that the KASSA facility upholds the principles of a Child Safe Organisation and that safeguarding children and young people is at the forefront of all activities at the facility.
- Oversee staff rosters, team meetings and handovers and ensure that staff are policy compliant and complete all required tasks within expected timeframes.
- Ensure that facility volunteers are recruited, managed and supported in line with national policies.
- Promote effective communication, model appropriate behaviours and competencies, contribute to a positive organisational, regional and facility culture and represent Red Cross in a professional manner as required.
- Oversee facility bookings, resident arrivals and departures and take a proactive approach to ensuring a high level of facility occupancy and collection of accommodation charges.

- Ensure that facility residents are provided with a high level of support and customer service and that a range of programs, activities and services provide support, recreation and personal development opportunities for residents.
- Ensure that the facilities and facility grounds are managed to a high level of safety, repair, cleanliness, cultural safety and legislative compliance. Promote a proactive approach to the management of safety issues and ensure that workplace health and safety requirements are consistently met.
- Ensure that systems and processes are in place to support the successful delivery, integration, reporting and evaluation of the facilities and any community programs, services and activities delivered from it.
- Ensure that facility administrative and record keeping requirements are consistently maintained and provide accurate, timely reports which includes internal monthly reporting, external funding reports and compliance reporting.

Ensure continuous quality improvement, communication and feedback are harnessed to promote client engagement and inclusion at the facility through reference groups etc.

■ Position Selection Criteria

Technical Competencies

- Understanding and respect for Aboriginal culture and the ability to work effectively alongside Aboriginal people at the facility and in the community.
- Knowledge of the issues related to the social, emotional physical, spiritual and cultural well-being of Aboriginal people and communities in the region.
- Strong staff and team management skills and the ability to lead, manage, develop and support staff and volunteers effectively.
- Facility and service management skills and the ability to implement, deliver, monitor and evaluate activities at the facility.
- Sound, contemporary knowledge of health and safety legislation and the ability to manage, implement and maintain appropriate safety, security and maintenance procedures in a 24-hour residential environment.
- Well-developed problem solving and decision-making abilities.
- High level oral and written communication skills, including presentation and report writing skills.
- Planning and organisational skills, good time management and proficiency in MS Office.
- Excellent organisational skills and the ability to develop, implement and maintain a wide range of systems and procedures.
- Excellent IT and administrative skills, good written skills and the ability to produce accurate reports.
- Demonstrated ability to develop and maintain productive relationships with a wide range of external stakeholders.

Qualifications/Licenses

- Tertiary qualification in Community Services, Aboriginal Health, Social Work or a related discipline.
- A minimum of 5 years' management and leadership experience, in a similar or related role, such as a hostel, night-shelter, supported housing or group home.
- Experience working alongside and engaging with Aboriginal communities, families and individuals.
- Ability to work flexible hours, including evenings and weekends as required for the safe functioning of the facility.
- **A Working with Children check is a mandatory requirement for this role**

Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
- **Personal effectiveness | Managing my behaviours** | Demonstrated ability to effectively manage the emotions and behaviours of self and others to lead teams to achieve results. Ability to monitor and manage stress levels and provide support to teams.
- **Team effectiveness | Communicating** | Demonstrated capability to communicate clearly and concisely ensuring messages are understood by all within the team using a range of communication techniques. Ability to express ideas clearly, listen effectively and provide feedback constructively.
- **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 | 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 always 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