**JOB DESCRIPTION**

# WHS Services Operations Manager

# **ABOUT UNITING**

**Our purpose:** To inspire people, enliven communities and confront injustice.

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

# **ABOUT THE ROLE**

**Role Purpose**

This role is responsible for the implementation of the WHS strategic plan across service operations including the Seniors and Communities Directorates. The role also provides leadership of and supervisory support to WHS Partners supporting service operations.

# ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Work Health and Safety team in the People Experience team through the following:

* Advocate for client choice, informed decision making and flexibility – ensure that the voice of the client is heard in order to support independence, social engagement and quality of life.
* Contribute towards the establishment and support the coordination and management of each client’s Circle of Support.
* Contribute to the assessment and care planning of each client.
* Maintain a high standard of conduct and work performance based on Uniting’s values to promote our reputation with key internal and external stakeholders.
* Ensure integration and collaboration across Home and Community Care, and Uniting more broadly, to deliver seamless and impactful end to end services with the client at the centre.
* Actively engage and participate in the performance management framework and review processes at Uniting.
* Participate in continuous improvement activities to ensure that we are delivering quality and safe services.
* Ensure adherence to Uniting’s values, policies and procedures as well as relevant legislative requirements at all times.
* Utilise Uniting technology, systems and all other practice tools as required.
* Ensure the safety and wellbeing of yourself, clients and others at all times and undertake work in a safe manner in accordance with Uniting policies, procedures and directives.
* Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
* Seek opportunities for personal development and continuing education to ensure that you are able to maintain your skills and knowledge relevant to your role and in line with the changing needs of the Aged Care industry.
* Understand and apply changes to the Aged Care industry in an environment of rapid growth and diversity.

As the WHS Operations Manager, your role specifically will:

* Responsible for the implementation of the WHS strategic plan across service operations including the Seniors and Communities directorates as set by the Uniting Board, Executive team and Head of WHS & IM.
* Manage the implementation of the strategic plan by ensuring the tactical deliverables of that plan are delivered across service operations.
* Manage a small team of WHS Business Partners to deliver the WHS Strategic plan inclusive of leadership and supervisory functions
* Provide a leadership role to the Seniors and Communities management teams in collaboration with the Head of WHS & IM.
* Provide SME on WHS impacting Seniors and Communities and act as an initial escalation point from WHS BP’s.
* Prepare SME reporting aligned to the strategic plan for the Seniors and Communities directorates
* Ensure mandatory WHS compliance items are managed across Seniors and Communities.
* Take a lead role in the management of any WHS related matters impacting sites as they relate to Safety Regulator, Union or other body and escalate to Head of WHS & IM as appropriate.
* Consciously apply Enabling Safety principles in all service delivery support using a non-punitive, learning and growth approach.
* Model positive safety behaviours at all times
* Participate in industry specific best-practice safety management networks and bodies as a secondary Uniting representative (together with the Head of WHS & IM)
* Monitor for and advise of emerging trends across operations and develop risk control actions and plans.
* Support and engage in WHS cultural maturity advancement activities and align practices to ISO 45001 and ISO 43003 or other standards as appropriate..
* Guide the effective implementation of the WHS Management System and pro-actively provide update recommendations for the ongoing improvement and review of that system.
* Lead or support WHS projects across the business
* Focus on worker led safety solutions and mentor all Uniting people in lead metrics
* Support early intervention practices as they relate to RTW management.
* Review and escalate high risk incident investigations with the team as appropriate
* Review and maintain a suitable risk register for service operations in collaboration with the business.

# ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

**Your directorate:**  People Experience

**You’ll report to:** Head of WHS and Injury Management

# YOUR KEY CAPABILITIES

**Individual leadership**

* **Improving performance -** Works with others and offers suggestions to find ways of doing the job more effectively.
* **Owning the job -** Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
* **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
* **Timeliness of work -** Sets achievable timeframes and works to complete projects, tasks and duties on time.

**Business Acumen**

* **Organisational Operation -** Displays awareness of Uniting’s business objectives and understands how personal objectives relate to those objectives.
* **Organisational Objectives -** Has broad awareness of Uniting’s vision and values and how they apply to issues in the team.
* **Develops and Grows the Business –** Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals**.**
* **Makes Sound Decisions –** Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.

# QUALIFICATIONS & EXPERIENCE

**Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

**Experience:**

* Typically this role will require 7 or more years’ experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

**Even better:**

* Experience managing a small team of safety advisors/consultants/partners
* Experience implementing safety management systems aligned to ISO45001
* Lead auditor qualifications
* ICAM or other incident investigation qualifications
* Mental Health First Aid Officer qualifications

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