

POSITION DESCRIPTION – Services Manager

STATUS:	Permanent Full-Time, 35hrs/wk
REPORTS TO:	Chairperson
AWARD:	Social, Community, Home Care and Disability Services Industry Award

PRIMARY PURPOSE

To deliver the strategic and operational goals of Inverell Community Support.

KEY RESPONSIBILITIES

Management

- Support the Board in setting the strategic direction of the organisation by providing timely, informed and relevant reporting and advice
- Ensure effective planning for the delivery of high-quality services and outcomes having regard to ICS Board identified priorities and community needs
- Manage and continuously improve the cost effective and efficient provision of ICS's services with a strong customer focus and in accordance with ICS policies and relevant government regulations
- Manage risk, budget, contracts, resources and facilities associated with ICS, including ensuring that relevant grants and subsidies are accessed and properly acquitted
- Manage and respond to quality reviews and audits to ensure compliance and regulatory requirements are maintained.
- Analyse and report to the Board on matters impacting the service environment to identify current and emerging trends, opportunities, and risks.
- Apply collaborative and partnership approaches as appropriate to deliver, facilitate and/or advocate for services that promote community well-being
- Develop and manage annual operations budget
- Develop and maintain key partnerships with internal and external stakeholders.

- Implement, monitor and manage continuous improvement systems and processes and ensuring accreditation requirements are achieved.
- Manage organisational assets including fleet, in line with contractual agreements, organisational policy and agreed budget.
- Undertake negotiations with Government Departments, contractors, brokerage agencies, and landlords as per delegated authority.

Leadership and Human Resource Management

- Lead, inspire and manage the Inverell Community Support team to achieve the outcomes identified in the strategic plan.
- Maintain and foster an organisational culture that attracts, rewards and retains high calibre staff
- Oversee the recruitment, onboarding, and probation processes of new team members including volunteers
- Effectively manage staff performance on an ongoing basis
- Coordinate and implement comprehensive training programs to enhance team members skills and knowledge
- Ensure professional self-management including seeking feedback to enhance personal and team performance as well as active commitment to ongoing professional development.
- Develop and maintain succession plan for ICS

Work Health & Safety

- Ensure a safe and healthy workplace is maintained by implementing organisational policies and procedures, consulting workers, identifying and addressing safety risks
- Manage and promote a culturally safe workplace by demonstrating inclusive behaviour and showing respect for diverse backgrounds, experiences and perspectives of all consumers, carers and colleagues.
- Manage and promote equity and diversity as identified in organisational policies and procedures

I have read and accept the duties outlined for the role of Services Manager.

Name: _____

Signature: _____

Date: _____