



Service Manager POSITION DESCRIPTION

REPORTS TO: CEO

1. ROLE PURPOSE

- 1.1 To provide high level operational leadership in areas of service delivery, service evaluation and continuous improvement, staff support, and accountability for all services of Sunraysia Residential Services Inc.

2. PRIMARY OBJECTIVES

- 2.1 Work closely with the CEO & Executive Management team to develop, implement and evaluate the strategic goals of the organisation
- 2.2 Be the senior manager of all services offered by SRS and ensure funding required meets the services provided
- 2.3 Communicate the goals of the organisation effectively at all levels
- 2.4 Assist people and their families to understand service provision and to achieve the support they require
- 2.5 Provide leadership, vision and support to coordinators and staff to promote a quality service to people with a disability
- 2.6 Promote personalised planning processes, individual support and active support practices which are directed by the individual and meet the principles of the Disability Act 2006
- 2.7 Provide a coordinated approach to services which implements the goals of the State Disability Plan, and Disability Industry Standards
- 2.8 Manage major projects with minimal supervision
- 2.9 Delegate effectively to coordinators, and staff
- 2.10 Demonstrate a commitment to Quality Management Systems and Quality frameworks
- 2.11 Implement and revise service budgets ensuring that budget forecasts meet actual and plan remedial action to correct any monthly debit balances
- 2.12 Work in partnership with networks to promote new business into SRS

3. SPECIFIC ACTIVITIES AND RESPONSIBILITIES

- 3.1 To provide supervision, leadership and support to coordinators to ensure high quality, client focused, efficient supported accommodation services, that provides a responsive and seamless service delivery across the continuum of care.
- 3.2 To ensure compliance with all relevant legislation and funding requirements.
- 3.3 To ensure contractual and quality frameworks are applied to and adhered to by external funded services.
- 3.4 To ensure clients, families and carers are engaged in the service provision and are actively engaged in providing feedback on services involved.
- 3.5 To develop in consultation with coordinators, staff, clients and stakeholders plans for the delivery of service quality improvements.
- 3.6 To monitor and evaluate coordinators performance in meeting the required standards.
- 3.7 To complete and acquit funding reports.
- 3.8 Provide financial management to ensure operation within budget and the development of new budgets.
- 3.9 To provide timely and accurate reports to management on current services provision and recommendations for growth or action.
- 3.10 To contribute to service development projects that advance flexible accommodation support options for clients and their families, within the strategic direction of the organisation.
- 3.11 To develop and maintain partnerships with external stakeholders.
- 3.12 To participate in external and internal networks.
- 3.13 To positively promote SRS supported accommodation services to people with a disability, families, carers and key stakeholders.
- 3.14 To complete the annual review as outlined by the CEO of the physical premises of SRS's supported accommodation facilities and fleet vehicles to ensure upgrades, repairs and maintenance is addressed accordingly.
- 3.15 To ensure all policies and procedures are adhered to.
- 3.16 Endorse the OH&S reports completed by the coordinator

It would also be advantageous for the successful candidates to possess:

- 3.17 Knowledge of QuickBooks accounting package
- 3.18 Exposure to staff training, supervision and organisation skills.
- 3.19 A working understanding of relevant state and federal disability legislation and the Disability policies of the current state government is desirable.

4. OCCUPATIONAL HEALTH AND SAFETY RESPONSIBILITIES

- Co-operate with the organisation in relation to activities taken by the organisation to comply with OHS legislation
- Comply with OHS policies, procedures and directions.
- Adopt work practices that support OHS
- Take reasonable care of their own health and safety and the health and safety of other people who may be affected by their conduct in the workplace.

- Ensure that any hazardous conditions, near misses and injuries are reported immediately to the Line Manager.
- Participate in meetings, training and other relevant health and safety activities.
- Not willfully place at risk the health or safety of any person in the workplace.

5. AUTHORITY

- 5.2 Review staff rosters to reflect current needs and meet efficient and effective support at all times, covering staff leave as required
- 5.3 Monitor the allocated budget
- 5.4 Make VISA purchases in line with budget
- 5.5 Liaise with families, carers, administrators and guardians
- 5.6 Conduct supervision with coordinators that supports and promotes best practice
- 5.7 Maintain all buildings and equipment in-line with policy and procedure
- 5.8 Implement all OH&S safe operating procedures
- 5.9 Conduct team meetings

6. QUALIFICATIONS/ LICENSES/CERTIFICATIONS

- The position requires significant knowledge and experience supported with tertiary qualifications in human resource management and/or business; plus at least three years relevant experience including experience in a senior management role, with necessary skills to ensure successful outcomes with the organisation’s short and long term strategic plans
- A Certificate in Finance
- *Police and Working with Children Checks.* Employment safety screening is conducted prior to commencement of employment and is updated annually. (Mandatory)
- Current Driver’s Licence (Mandatory)
- Current First Aid Certificate Level 2 (Mandatory)

7. REPORTING RELATIONSHIPS

7.1 Key Relationships within SRS	
Coordinators	To provide supervision and leadership, communicate and support staff to work effectively.
Chief Executive Officer	Leads all staff in the strategic direction and goals of the organisation. Following consultation with Managers, the Chief Executive Officer pursues issues and communicates the needs of the team and people we support to the Committee of Management and liaises with funding bodies and management of other related agencies.

7.2 Key Relationships outside SRS	
Other Services	The role of an SRS employee is to promote SRS. All communication with outside agencies is to be positive and conducive to building and maintaining positive relationships.
Families	Maintain communication that promotes SRS in a positive manner.

8. OTHER RELEVANT INFORMATION

- Remuneration is according to Individual Contract with Salary Packaging available.
- The position is located in Mildura with some business travel required.
- Meeting attendance outside of normal business hours may occur.
- The successful applicant may be expected to enter into a fixed term contract of employment with a probationary period of 6 months.
- SRS is an EEO employer and provides a smoke-free environment.
- SRS provides a family friendly work environment.

9. PERFORMANCE ASSESSMENT

- The position incumbent will undergo a six monthly performance assessment to enable the CEO and Board of Management to agree on remuneration considerations.
- The performance review process will take into account:
 - The role detailed in this document.
 - Approved key performance indicators and process in the agreed performance plan
 - Current corporate and business plans

The list of responsibilities herein is not intended to be all-inclusive, and may include additional responsibilities as required and assigned, according to business needs. It may become necessary to modify/change these position responsibilities from time to time.

It is recommended to review this position description annually, at the time of performance review, to ensure it accurately reflects the needs of the business at all times.

ACKNOWLEDGMENT FOR RECEIPT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read and understand its contents.

 Employee Name (Please Print)

 Employee Signature

 Date

 CEO Signature

 Date

10. KEY SELECTION CRITERIA

- Experience in Community based individualised supports and recreational and social programs
- Demonstrated management skills including service evaluation
- Capacity to monitoring and coaching staff performance
- Computer literate and knowledge of Information Technology systems utilised for business applications
- Experience in the operation of computerised accounting systems, data base and Microsoft software.
- Understanding of quality audits and systems
- Well developed analytical and conceptual skills, with sound business acumen, and a client focused approach. High level interpersonal and communication skills, both oral and written.
- Well developed decision making skills and problem solving ability.
- A commitment to building a positive team spirit.
- Flexibility and motivation attributes