



JOB DESCRIPTION

TITLE OF POSITION	General Manager Development and Quality
CLASSIFICATION LEVEL	LCC Award Level 7 – 8 <i>(dependent upon experience and qualifications)</i>

OVERVIEW

Lutheran Community Care is a leading community services organisation with over 50 programs across both South Australia and the Northern Territory. Our vision is “Strong, caring communities inspired through the love of God”. Our key values are respect, integrity, compassion, humility, faithfulness and trust. We seek to address poverty and injustice and embrace all people regardless of language, culture, ethnicity, sexuality, gender identification or religion. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support.

ROLE SUMMARY

The General Manager Development and Quality is a member of the Management Team and will provide leadership to Lutheran Community Care in exploring and developing tender and grant proposals and applications for new ways to sustain and grow our programs and systems (service delivery and operations) in line with the Strategic Plan and direction from the CEO or the Executive team. This position will also network and connect both internally and externally with all Lutheran Community Care stakeholders. The General Manager Development and Quality will also have responsibility for the delivery, management and reporting of all Lutheran Community Care’s quality and policy work, systems and processes.

This Position Description is subject to regular review in accordance with Lutheran Community Care’s strategic objectives.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

This position reports to the Chief Executive Officer of Lutheran Community Care.

RESPONSIBILITIES AND DUTIES OF LUTHERAN COMMUNITY CARE LEADERSHIP TEAM

Lutheran Community Care Culture	<ul style="list-style-type: none"> ▪ Actively promote and build a strong caring community within the LCC staff and volunteer team. ▪ Model ethical behaviour and practice consistent with the Christian ethos of LCC as outlined in the Code of conduct and stated values. ▪ Define, review, adhere to and support LCC's policies and procedures.
Teamwork	<ul style="list-style-type: none"> ▪ Ensure a supportive team environment by communicating with team members, staff and volunteers in a positive and constructive manner. ▪ Ensure LCC's strategic and operational objectives are carried out. ▪ Engage the Leadership Team when assessing emerging issues and critical incidents that may impact upon the growth, stability and sustainability of LCC. ▪ Actively participate in team meetings and report regularly to the CEO.
Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards. ▪ Identify and implement procedures to manage and minimise risks within your work environment. ▪ Promote and adhere to LCC's Work Health and Safety policies and guidelines.
Management	<ul style="list-style-type: none"> ▪ Provide leadership, supervision, performance review and development plans, performance management and effective working relationships with staff and volunteers. ▪ Adhere to appropriate delegations and legislative requirements. ▪ Ensure records of activities are maintained for accountability purposes. ▪ Ensure the program and service delivery teams work within established or negotiated financial and time constraints.

RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE

Tenders and Grants	<ul style="list-style-type: none"> ▪ Demonstrate outstanding Tender and Grant writing skills and abilities. ▪ Track new opportunities in relation to government and philanthropic sources. ▪ Identify and progress opportunities that relate to emerging trends and LCC's strategic directions. ▪ Coordinate and collaborate processes associated with grant and tender writing. ▪ Demonstrate knowledge in developing program logic. ▪ Demonstrate the ability to coordinate partnerships and consortium applications with other agencies.
Quality	<ul style="list-style-type: none"> ▪ Manage and progress LCC's Australian Service Excellence Standards (ASES) accreditation. ▪ Develop high quality standards and frameworks from your background experience and awareness. ▪ Lead the development of quality systems to ensure the mechanisms for continuous improvement add value for the organisation ▪ Collect and analyse data and evaluation reports to improve planning processes and services provided ▪ In partnership with the relevant business unit/s, work towards achieving and maintaining audit and compliance requirements for funding and/or licencing agreements ▪ Ensure quality management systems and a culture of continuous improvement is actively supported.
Policy & Procedures	<ul style="list-style-type: none"> ▪ Maintain and develop the LCC Policy & Procedures framework including the platform of documents. ▪ Ensure that policies and procedures are developed, implemented and reviewed and that staff, clients and volunteers understand and are involved in these processes ▪ Supervise Policy and Quality Assurance Administrator.
Partnerships and Networks	<ul style="list-style-type: none"> ▪ Ensure that strong connections are maintained with relevant communities. ▪ Liaise with government and non-government agencies in consultation with the CEO of LCC. ▪ Network and build strong connections between LCC and other agencies of the Lutheran Church. ▪ Identify partnership opportunities and potential funding sources and lead the development and writing of tenders and grants
Special Projects	<ul style="list-style-type: none"> ▪ Build LCC's profile and capacity through other project work e.g. Reconciliation Action Plan, White Ribbon accreditation.

PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Tertiary qualifications in a relevant discipline such as: Business, Social Sciences, Procurement, Health, Allied Health, Education and preferably combined with experience within the human services sector
- Professional experience in business and tender writing or similar role
- Demonstrated skills in research and analysis, including the ability to write across a broad range of genres
- High level of interpersonal, written and verbal communication skills
- Demonstrated ability to think and act in a strategic manner
- Knowledge of all levels of Government and a demonstrated ability to work effectively with various stakeholders
- Ability to understand and analyse a complex organisation and navigate a complex funding environment
- Demonstrated ability to develop effective systems and processes
- Proven ability to manage demanding workloads, deal with ambiguity, and manage competing priorities.
- An ethical approach which demonstrates a high degree of personal integrity and credibility
- An understanding of diversity and the ability to work cross-culturally.
- Appreciation and acceptance of LCC's Philosophy and Values and a willingness to work towards achieving LCC's Strategic Plan.

SPECIAL CONDITIONS

- Must hold a current and unrestricted Australian Drivers Licence
- Must hold a current DHS Working With Children Check, and any other criminal history clearance required by relevant funding bodies
- Be available for some out of hours work
- Travel throughout the LCC service delivery area and/or interstate as required

Employee: _____ Witness: _____ Date: _____