

Operations Manager | Position Description

Employment Type:	Full time (37.5 hours)
Term:	Ongoing
Location:	National (base State/Territory location negotiable)
Reports to:	Chief Operating Officer
Remuneration:	\$140,000 to \$150,000 plus super & salary packaging
Purpose:	Working closely with the Chief Operating Officer to ensure operations are carried on in an appropriate way by implementing the right processes and practices across the organisation.

About the Summer Housing

Established in 2017, Summer Housing's mission is to expand the range and scale of diverse housing options for people with disability living in, or at risk of admission to, residential aged care, particularly younger people.

Summer Housing's vision is to see all people with disability and complex care needs have the opportunity to live in high quality housing that enables them to live as independently as possible, enhancing their health, wellbeing and participation in the community.

Summer Housing will achieve its vision by demonstrating leading practice in housing design that enables independence and community inclusion. We will do this by commissioning at least 300 additional units of housing for people with disability.

About the Position

The role of the Operations Manager is to formulate strategy, improve performance, procure resources and secure compliance. The Operations Manager should be ready to mentor team members, find ways to increase quality of customer service and implement best practices across all levels.

RESPONSIBILITIES AND DUTIES

- Work collaboratively to create consistent, effective structures and ways of working that enable the delivery of exceptional experiences, supports and services.

- Work collaboratively as a senior manager of Summer Housing to deliver strategic and operational goals, embed change initiatives, and bring people and teams together.
- Embed effective and sustainable practices within the Tenancy Support team. Manage quality, client, people, operational, financial and risk relating to the designated operational services to maximise outcomes.
- Lead your team in a way that enhances the employee experience and connects it to the customer experience. Set clear expectations, communicate to hear, develop talent, build capability, provide feedback, promote wellbeing and demonstrate empathy.
- Build and maintain a community, industry profile and network of partners. Be a brand ambassador for Summer Housing and our services.
- Contribute to and lead the implementation of improved service and practice frameworks and models, to ensure alignment with tenant needs and expectations, research and evidence-based practice, compliance and regulatory requirements, and enhanced client outcomes.
- Ensure compliance with internal and external standards including Q&S Safeguards, NDIS regulations, work health & safety standards and contract compliance.
- Identify, monitor, report and mitigate operational risks, incidents and complaints/feedback. Manage and/or escalate issues and risks in line with critical incident and risk management requirements, as appropriate.
- Monitor, analyse and report against operational performance, identify trends and potential areas of concern. Develop action plans to ensure organisational objectives can be achieved.
- Maintain up-to-date knowledge of relevant NDIS and Specialist Disability Accommodation legislation (such as home modifications and assistive technology) and other associated legislation.

SKILLS AND EXPERIENCE

Essential

- Degree or Diploma in social work, nursing, allied health, health, education, construction or similar, or substantial leadership and community services experience.

- Experience in a mid to senior management level role in disability, community, accommodation and/or aged care services, or in property or tenancy management with a focus on delivering outcomes for clients and employees.
- Demonstrated organisational and project management skills.
- Experience developing and implementing plans and actions to achieve quality, client, people, operational, financial and risk targets.
- Experience working directly with people with disability with demonstrated awareness of the key issues faced by people with disabilities relating to housing,
- Understanding of NDIS, with particular reference to Specialist Disability Accommodation (SDA) preferred,
- Skilled in managing customer expectations and applying discretion in dealing with sensitive issues and environments,
- High level interpersonal and communication skills with a demonstrated ability to liaise effectively at all levels and the ability to negotiate and influence successful outcomes,
- Strong reporting skills and competency with Microsoft programs, particularly Word and Excel,
- Well-developed problem solving and influencing skills including ability to recommend strategies for resolution,
- Current driver's license or access to transport.

Core Competencies

The Job Holder's values will match those of the organisation. Summer Housing's values include:

- We are creative, innovative and resourceful. We continually strive to be the best.
- We act with integrity and honesty in everything we do.
- We communicate openly by exchanging information and actively listening to all stakeholders.
- We value and recognise the contributions of our colleagues, both locally and globally.
- We enjoy working together to achieve outstanding results and total job satisfaction.
- We act professionally and pursue excellence in all areas of our work.
- We act responsibly within our community and care for the environment.
- We build the capacity of the sector rather than focus on building our own organisation.

Other Relevant Information

- The position description is indicative of the initial expectation of the role and subject to changes to Summer Housing goals and priorities, activities or focus of the job.