



Returned & Services League of Australia (Victorian Branch) Inc

Section A

POSITION DESCRIPTION

Position Details

Part 1

Position Title: Regional Veteran Centre Manager – North

Location: Wodonga

Reports to: Veteran Hub's Manager

Hours/Days: 35 hours per week, Monday to Friday

Conditions of Employment:

- Tenure and remunerations as per Contract of Employment
- A current National Police Records Check is required
- A current Working with Children Check is required.

Performance Appraisal: Initially after six months and annually thereafter. Additional review may be requested at any time by the employee or employer.

Position Summary

Part 2

RSL Victoria leads, represents and provides services to approximately 276 Sub-Branches across the state and currently has over 200,000 members. The RSL through its staff and volunteers provides assistance to past and present defence force personnel and their families with a range of financial, program and support services.

Working within the Mission, Values and Objectives of the Returned & Services League (RSL) Victorian Branch, summary and responsibilities of the role include:

- Communicates the vision of the Veteran Services Directorate (VSD), sets clear direction for subordinates, and delivers strong management support and advice to lead and manage the Veteran Services operations in the Northern Region.
- Implement complex service delivery and strong stakeholder engagement to the North region in line with the Veteran and Families Wellbeing Centre (VFWC) business plan to achieve identified business outcomes
- Contributes to the continuous improvement of Hubs and professional development of paid and volunteer staff to develop sustainable Veteran services and improved business outcomes.
- Manages the Regional VFWC budget, implementing effective resource control measures, and builds cases to support needed areas of additional expenditure

- Adheres to and upholds the policy and procedures of the Veteran Services Directorate for the safe, efficient and effective operating of VFWCs and Veteran Services in the North Region.
- Maintain privacy and confidentiality of all staff, stakeholders and veterans and their families.

Key Selection Criteria

Part 3

To competently perform in this position, the person should possess the following qualifications, knowledge, skills and experience:

- Preference for Defence Service background, or demonstrated understanding of Defence Environment.
- Demonstrated experience working with service and ex-service personnel.
- Demonstrated commitment to Veteran well-being.
- Excellent interpersonal skills; ability to communicate effectively in a variety of settings.
- Ability to communicate with all levels of seniority, staff and stakeholders, including excellent written communication and public presentation skills.
- Proven ability to develop, implement and understand strategic and operational plans.
- Proven ability to manage large teams, manage projects, complex budgets and allocate resources accordingly to prioritise work to meet deadlines.
- Proven leadership ability, including motivating a team, and communicating goals and expectations.

Other requirements:

- Current Victorian driver's licence
- Commitment to promoting the Mission and Values of the RSL

Duties & Responsibilities

Part 4

4.1 Corporate & Organisational Responsibilities

- Uses nuanced understanding of the stakeholder environment to build collaborative partnerships across the region.
- Anticipate and effectively manages all organisational issues, including HR, finance, reputation and operational service delivery.
- Promote the mission of RSL Victorian Branch and contribute to objectives and values of the organisation as a member of the management team.
- Monitor, measure and report on activities, outputs and outcomes of the Regional Hub services.

4.2 Personal Responsibilities

- Embody RSL Victoria's values of – Empathy, respect, Integrity, Transparency, Tradition, Compassion and Mateship; model the RSL Veteran Services Directorate Code of Conduct.
- Maintain a responsive, client-focused approach and ensure the rights, needs and preferences of members of the veteran community are respected.
- Maintain privacy and confidentiality of all volunteers and members of the ex-service community receiving assistance and support through RSL programs.
- Report and manage issues of concern related to standards of safety for staff, volunteers and visitors.
- Comply with OH&S and other legislative requirements in relation to own work practices.
- Maintain knowledge and skills relevant to position by participating in educational opportunities and maintaining professional networks

Key Result Areas	Part 5
-------------------------	---------------

To be negotiated between the Veteran Hub's Manager and the Regional Veteran Centre Manager - North, aligned to outputs of the RSL Victoria and Veterans Services Directorate Strategic Plans.

Name of Employee:

Signature of Employee:

Date received:

**Signature of Chief of
Veteran Services:**

Date ratified:

Performance Review Date: 12 months

12 months
