

Position Description		
Job Details		
Position Title: Senior Manager, Community Care		Year: 2021
Department: Disability and Aged		
Reports directly to: Executive Director		Direct Reports: <ul style="list-style-type: none"> Disability Services Coordinator Garden Crew Coordinator Blacktown Neighbour Aid Manager
Background Information		
Qualifications	<i>Undergraduate</i>	Bachelor of Health, Allied Health and/or Community Services
	<i>Postgraduate</i>	
	<i>Other</i>	Relevant membership with AHPRA or other professional bodies (if applicable)
CatholicCare Western Sydney & The Blue Mountains Overview		
<p>CatholicCare Western Sydney and the Blue Mountains (CC) is a not-for-profit that aims to serve the community in the Catholic Diocese of Parramatta by overseeing the provision of high-quality social services operating according to the principles of Catholic Social Teaching. CC respects the dignity, worth, diversity, cultures and beliefs of all people and is renowned for its hands-on and practical approach to the service and pastoral care of people in this area.</p> <p>At CC, what inspires us most is hearing what really matters to our clients so we can support them to live with joy and purpose. CC provides various services for a range of clients from birth to the aged across the following programs providing them with resources, education and tools to overcome their challenges.</p> <ul style="list-style-type: none"> Child Education Services Families, Counselling and Wellbeing Disability and Aged Homelessness Community & Engagement <p>As a not for profit, CC relies significantly on funding and community support to be able to continue to make a difference in the lives of people who need us.</p>		

Working for CatholicCare Western Sydney & The Blue Mountains

Our highly trained staff support people at all stages of life to manage difficulties and rediscover strengths. We are a unifier, bringing together individuals and families with their community. This is what inspired us every day so all those in our community may live with joy and purpose.

With more than 200 employees and volunteers, CC employs a diverse range of staff across its many programs including counsellors, support workers and educators.

CC is an Equal Opportunity Employer. Compliance with child protection legislation is essential to all child-facing positions. CC is committed to safeguarding all children, young people and vulnerable adults and that all children, young people and vulnerable adults have an equal right to protection from abuse.

At CC we are committed to employing the very best people in the industry who have a genuine passion for working in the not for profit sector and have the right level of experience and knowledge.

CatholicCare Western Sydney & The Blue Mountains Values

At CC, our values underpin everything we do and how we do it.

- **WE EMBRACE EVERY JOURNEY** with gratitude and love
 - **WE ARE AVAILABLE** with an open mind and heart
 - **WE BUILD TRUST** with integrity and respect
 - **WE ADVOCATE** with patience and passion
 - **WE PERSEVERE** with resilience and belief

Role Purpose

The Senior Manager, Community Care is the senior representative of the Disability and Aged Division and within established policy, are responsible for the operations, growth and activities across our serviceable region. The role exercises line responsibility for staff (incl volunteers) and is accountable for the operational planning, delivery and management of the Community Care Services.

The position will be accountable for the operational performance and will contribute to the continuous improvement of community care services ensuring that they are client and outcome focused, financially sustainable and operating with the highest quality standards.

Key Responsibilities

The Senior Manager is responsible for overall performance in:

- Managing of activities to ensure reputation, operational budgets and profits are achieved
- Meeting required standard and allocate individual targets and strategies that form the larger strategic operational directions
- Meeting and maintaining accreditation requirements and compliance with all policies and procedures within the programs
- Providing leadership that is flexible and responsive to changing needs
 - Leading, managing and developing the human capital
- Effective and efficient communications

- With staff (incl volunteers)
- Between all key stakeholders
- To and from internal leadership and programs
- Practice responsible fiscal management
 - Achievement of operational budgets
 - Meeting of contract service specifications and outputs
 - Strategies to increase revenue are identified and applied
- Promote a positive relationship between all staff involved in service provision
- Follow relevant policies and procedures including safe work practices and take reasonable care of own and others health, safety and wellness
- Work in partnership and consultation with Senior Leadership for continuous quality improvement opportunities
- Work collaboratively with other Divisions of CC
- Follow CC values, policies, procedures and statutory obligations
- Actively foster a culture of continuous learning and improvement in the Disability & Aged Care services and more broadly within CC.

Knowledge, skills, experience & compliance – Required to perform this role

- A strong commitment to and understanding of CatholicCare's Mission, Inspiration and Values; and its Code of Conduct.
- Proven high-level leadership and operational management experience, gained in the management of community care services
- Tertiary qualifications, preferably post graduate, in health, allied health, community services
- A strong commercial focus, together with proven high-level business development skills and experience, strong financial management skills and business acumen
- Experience in managing complex relationships, in particular developing effective culture and engagement, inspiring commitment and developing capacity
- The ability to design, lead, implement and evaluate significant change processes for effective outcomes
- Valid Working with Children Check
- National Criminal History Check (obtained in the last 6 months) with no disclosable outcomes
- Current NSW driver's license

Personal Attributes

- Good team member with excellent communication skills
- Outcomes focused
- Proactive and persistent
- Collaborative and consultative
- Values driven with strong personal and organisational values alignment
- Positive attitude and commitment to tackling challenges

Staff member's name (print):		Date:
Staff member's signature:		

Manager's name (print):		Date:
Manager's signature:		