

Position Description

Position title:	Operations Manager
Location:	Cara Head Office or as required
Reports to:	General Manager - Operations
Directly manages:	Quality Service Managers (QSM)
Other Key Relationships:	Team members from Executive, Customer Safeguarding, HR, Training, Recruitment, Cara Connect, Rostering and Finance.

Purpose

The Operations Manager creates and maintains an environment that enables quality service delivery and customer safety, wellbeing and achievement of goals.

Primary Responsibilities

Inspires Quality Customer Service

- Monitors that customer outcomes are achieved
- Monitors customer satisfaction and feedback, resolving complex and high risk issues and complaints
- Monitors and reviews processes that keep customers safe
- Ensures person centred practice, active support and ordinary life principles are consistently applied

Manages and Develops People

- Oversees staff recruitment and retention
- Provides clear direction and role expectations to Quality Service Managers
- Coaches and mentors Quality Service Managers
- Manages staff misconduct
- Ensures good performance is acknowledged
- Supports Quality Service Managers to create high performing teams

Engages Others

- Builds strong relationships with key networks and stakeholders
- Actively seeks opportunities to collaborate to improve outcomes
- Ensures equal and fair treatment and opportunity for all
- Plans and undertakes complex negotiations

Applies a Business Mindset

- Translates Cara's strategic vision and goals into work practices, ensuring service plans contribute to achievement of organisational goals
- Monitors and analyses services' financial performance
- Oversees risk management and compliance to ensure quality and safe services
- Actively promotes Cara's brand and services
- Plans and leads service improvement across multiple service teams

Exemplifies Personal Drive, Integrity and Cara's Values

- Monitors own and others work practices and behaviour to ensure alignment with Cara's values
- Balances risk and opportunity when making decisions
- Role models feedback, reflection and self-development

Qualifications and Experience

- **Essential**

Experience

- Developed experience working in human services or health service environments that require a high degree of problem solving and professional collaboration
- Demonstrated experience in assessing and mitigating risk
- Significant experience leading teams in the achievement of customer outcomes.
- Experience leading quality service improvement and delivery
- Demonstrated ability to coach others
- Sound financial and business acumen
- Demonstrated skills and capability in using IT systems to analyse and report data

Qualifications

- Degree qualification in Disability, Health, Human Services, Allied Health discipline or a related field (Waived for applicants under the 2020 transition program).

- **Desirable (but not essential)**

Experience

- Experience leading virtual teams located in varying geographic areas.
- Significant experience and/or knowledge of Social Justice issues.
- Understanding of the NDIS and Quality and Safeguarding

Qualifications

- Qualifications relating to business, management or leadership

Essential conditions

- Satisfactory screening relevant to the contemporary needs of the organisation and the role (e.g. NDIS, DHS, DCP)
- Current Driver's Licence;
- Theory and competency based training as deemed required is completed and maintained
- Some out of ordinary office-hours work (including Emergency Response), occasional intra and interstate travel is required.

OPERATIONS MANAGER - Key Result Areas (KRAs)

<p>Inspires Quality Customer Service</p>	<ul style="list-style-type: none"> • Service and customer documents are in place and current • All services comply with customer and organisational contract requirements and customer preferences • Supports QSMs with complex funding changes needed to meet changing customer goals and support requirements • Feedback and complaints documented, actioned and resolved • Customers are safe and free from abuse and neglect • Contemporary attitudes and approaches to disability, including person centred practice, active support and ordinary life principles are practiced • Customer confidentiality is maintained • Successful customer entry and exit • New services are set up
<p>Manages and Develops People</p>	<ul style="list-style-type: none"> • Analysis of staff recruitment, retention, trends and gaps is regularly carried out and corrective action implemented in collaboration with other departments • Operational outcomes and service delivery are aligned with Cara's strategy • QSMs clearly understand their roles and responsibilities • Regular supervision and coaching of QSMs occurs • PDP's with QSMs conducted as per Cara's policy and procedure • Health and Safety, WorkCover and Return to Work processes are addressed timely, effectively and in accordance with organisational procedures • Misconduct issues are managed • Staff have required clearances, training and capabilities to meet customer needs • A collaborative, positive and effective team culture exists in all services • Ongoing learning and development is fostered • Good performance is recognised and regularly acknowledged • Conflict within and across teams is constructively resolved
<p>Engages Others</p>	<ul style="list-style-type: none"> • Timely reports are provided in response to scheduled or as required needs • Complex customer needs are professionally presented when engaging with external stakeholders such as Local Area Coordinators, SACAT • Attendance and contribution at relevant meetings • Collaboration with and support of other departments within Cara • Timely follow up in relation to requested information or requests • Information is shared consistently, transparently and effectively • Effective and professional relationships with external stakeholders are maintained

<p>Applies a Business Mindset</p>	<p>Strategic Awareness</p> <ul style="list-style-type: none"> • Up to date with changes in Cara, broader service environment and sector <p>Planning</p> <ul style="list-style-type: none"> • Analyses rostering trends and hotspots • Collaborates with other departments to plan and develop solutions <p>Finance</p> <ul style="list-style-type: none"> • Monitors and analyses services' financial performance • Develops and implements strategies to optimise utilisation of SIL and STA services. • Reviews contracts in relation to price of services • Oversees funding agreements • Works collaboratively with Finance to ensure that policy and procedures meet service needs. • Approves invoices according to delegation. <p>Governance</p> <ul style="list-style-type: none"> • Incident reports are addressed, actioned and finalised in a timely manner • Audit, investigation outcomes, action plans and service improvement plans completed in the agreed timeframe in accordance with workplace requirements • Service and reporting requirements are met (e.g. Contingency plans, evacuation plan, monthly report) • A healthy and safe workplace is maintained • Adherence to Equal Opportunity legislation and relevant human resource policies <p>Brand Promotion</p> <ul style="list-style-type: none"> • Analyses data to identify opportunities for growth <p>Innovation and Change</p> <ul style="list-style-type: none"> • Data is regularly gathered and analysed to identify service strengths and areas for improvement • Strategies to improve efficiency, performance and customer satisfaction are designed and implemented • Changes across services are effectively implemented
<p>Exemplifies Personal Drive and Integrity</p>	<ul style="list-style-type: none"> • Role models the Cara values • Continuous relevant professional development is undertaken • Analyses evidence and uses data to make timely independent decisions