

Position Description

Business area	Ruah Community Services
Position Title	General Manager Family Domestic Violence & Housing and Homelessness
Code	Various
Division	Operations
Classification	Common Law
Salary range	\$113,000 to \$121,000 dependent on skills and experience
Reporting to	Executive Manager Services
Supervision of	Service Leads

Guided by our Vision, Mission and Values and three guiding principles

Vision – A socially just, compassionate, participative, and sustainability community

Mission – To promote social justice and enhance the human spirit.

Values – Respect, Grassroots, Partnerships, Integrity, Creativity

Guiding Principles – Aboriginal Cultural Awareness, Inclusive Spirituality, Environment Sustainability

Diversity statement

Everyone regardless of ability, age, culture, gender, race, sexual identity or intersex status are free to be themselves. Free to celebrate our differences. We are building a workplace where difference is embraced and encouraged.

Position intention

RUAH is undertaking significant change across our service delivery areas of Family Domestic Violence & Housing and Homelessness.

Through our Model of Care, we aim to achieve effective delivery of services that is more immediately directed towards our engagement with clients. We aim to operate with a structure that delivers sustainable outcomes through a more streamlined and empowered model of accountability.

We have reviewed how we operate internally and have sought to remove the barriers to better decision making so as to implement timely and effective services that are more direct and with a high level of personal contact.

The GM position is a key senior management role responsible for demonstrating business excellence in the effective delivery of services to clients through our Model of Care.



As GM you will deliver leadership across a team of professional health care and community delivery staff. You will also advocate on behalf of clients served by your team within senior and executive management decision making forums. In this regard, you will play a significant role in shaping the strategic focus of the organisation.

Your role as GM requires high level coaching and mentoring of your direct reports to ensure agreed outcomes and performance indicators are achieved within the resources available.

To be successful in this role you will be expected to apply your personal drive, professional experience and exemplary conduct to resolving complex problems that impact on both short-term success and long term performance achievement for your team.

The following key result areas set out the major requirements of the position and on which specific KPIs will be formulated

Organisational structure



Key tasks

Mission and Values	<ul style="list-style-type: none"> Actively promoting and demonstrating behaviours and conduct that champions Ruah’s values and commitment to ethical practice on behalf of clients. Maintains confidentiality in accordance with Ruah policies. Ensures adherence across the area of Family Domestic Violence & Housing and Homelessness to policies and procedures.
Services Management and Leadership	<ul style="list-style-type: none"> Developing and sustaining a highly visible and respected leadership role across the area of Family Domestic Violence & Housing and Homelessness. Actively seeking input from staff that contributes to the advice and thought leadership provided across the organisation in the area of Family Domestic Violence & Housing and Homelessness. Developing and leading a team that has a clear vision, strategy, and plan for building the overall capability of Family Domestic Violence & Housing and Homelessness. Developing and maintaining Ruah’s Family Domestic Violence & Housing and Homelessness programs and ensuring that obligations are identified, understood and appropriate controls are established, evaluated, maintained, and monitored. Providing subject matter expertise on current and emerging issues relevant to Family Domestic Violence & Housing and Homelessness including conflicts of interests, privacy, records management, and regulatory compliance. Researching, developing, and making recommendations to strengthen Ruah’s compliance within Family Domestic Violence & Housing and Homelessness and conduct follow up reviews to ensure all accepted recommendations are implemented.



	<ul style="list-style-type: none"> • Developing, documenting, and continuously improving processes and procedures to ensure Ruah continuously meets legal, regulatory, and ethical requirements. • Advocating for the needs of clients within the strategic, operational, and decision-making forums across Ruah. • Takes leadership across the area of (scope) to ensure alignment with Ruah strategy. • Leads the assessment of tender opportunities within the area of Family Domestic Violence & Housing and Homelessness and formulates responses where relevant. • Ensures high level advice and policy formulation across the area of Family Domestic Violence & Housing and Homelessness. • Facilitate the engagement of staff in contributing to policy formulation; program design, development, and implementation; and the evaluation of existing programs and services.
Profile and participation	<ul style="list-style-type: none"> • Identifying, and supporting others to identify, opportunities for expanding and enhancing service delivery to clients. • Actively engaging with the broader community and appropriate organisations to foster greater collaborative practice in the interests of clients. • Engaging with and fostering key external relationships to keep abreast of strategies in both the public and private sectors to ensure that best practice is appropriately integrated into a fit for purpose approach to Family Domestic Violence & Housing and Homelessness. • Actively contributes to the positive public profile of Ruah. • Represents Ruah on relevant government and community committees and attends events as appropriate.
People Coordination	<ul style="list-style-type: none"> • Supports, motivates, and develops a high performing team. • Ensures that the needs of clients are addressed through competent, capable, and empowered staff. • Promotes an active learning and development culture. • Builds cohesion within the team around purpose, mission, and values. • Identifies opportunities for staff to gain professional development experience. • Provides performance coaching when necessary to assist staff deliver services to meet contractual obligations. • Review and develop workforce need and requirements to ensure the achievement of current and emerging strategic outcomes.
Stakeholder Engagement	<ul style="list-style-type: none"> • Develops and maintains respectful and responsive relationships with key funding bodies, government agencies and community organisations. • Ensures the reporting requirements of stakeholder interests are managed in a timely and effective manner. • Monitors, reviews, and revises existing stakeholder engagement strategies and identified gaps in building and sustaining continuing relationships.
Communication	<ul style="list-style-type: none"> • Ensures an effective two-way communication with Executive. • Ensures an effective two-way communication with direct reports. • Provides opportunities for staff to actively participate in and engage with decisions that impact the area of Family Domestic Violence & Housing and Homelessness.



Financial Management and Reporting	<ul style="list-style-type: none"> • Ensures activities and services within the area of Family Domestic Violence & Housing and Homelessness are in accordance with agreed budget and resource allocations. • Provides timely reports to senior management on budget variance. • Delivers timely reports on Operational Plan achievements, outcomes, KPIs and risks. • Ensures data required for funding bodies is available when required. • Measures, evaluates, and reports on outcomes against quality and financial indicators.
Quality and Risk Management	<ul style="list-style-type: none"> • Ensures activities and services within the area of Family Domestic Violence & Housing and Homelessness are undertaken in accordance with accreditation requirements and service agreements. • Ensure the highest standards of data integrity and reporting are reflected in operational practice to give effect to compliance requirements. • Identification and reporting of risk issues to senior management in accordance with Ruah procedures. • Development of effective risk mitigation strategies for known and identified risk areas within the area of Family Domestic Violence & Housing and Homelessness.

Selection criteria

Essential

- Extensive experience in providing inspirational leadership within the health/ community/ not for Profit sector with exemplary strategic, financial, operational and people management skills.
- Significant understanding of, and commitment to the Purpose, Vision and Values of Ruah.
- An understanding of the political environment and current issues affecting the health and welfare system.
- Extensive experience in managing a diverse portfolio of services, programs, and projects within a strong best practice/ continuous quality improvement framework.
- Strong ability to analyse data and information, identify risk, opportunities, and issues for the organisation, with an ability to respond accordingly to address these, to achieve its goals and objectives.
- Highly developed interpersonal skills, including strong skills in negotiation and consultation.
- Experience in developing and maintaining collaborative partnerships and stakeholder relationships.
- Exceptional written and verbal communication skills with ability to influence at the highest level. Confident public speaking and presentation style.
- Financial and business skills and acumen with extensive experience in the preparation of budgets, business plans and funding submissions

Program Specific

- Strategic understanding of Government Policies, National and International Research in how this applies to the delivery of Community Sector Services for Family Domestic Violence & Homelessness in Western Australia.



Required Compliance Documents

- Current drivers' license
- Working with Children Check
- National Police Certificate

Job Description approved

Executive Manager name

Date