

Key Position Information			Date Reviewed:
Title	Service Manager - Busselton	Department - Location	Residential
Reports to	General Manager Residential	Award	Individual Employment Contract
Salary	Level 7.1	Basis of Employment	Full-Time

Role Purpose
<p>This role is responsible for:</p> <ul style="list-style-type: none"> • Leading, managing and developing a team of employees to deliver high quality and contractually compliant services to residents of the Busselton residential site. • Ensuring the effective and regular provision of line management, administrative supervision, and practice supervision of service delivery staff within Richmond Wellbeing’s Procedures and Policies. • Overseeing maintaining the LARU licensing of the service. • Reporting service outcomes including working within the operating budget. • Ensuring the performance of the service and reporting on service outcomes. • Provide a residential recovery orientated environment with close oversight of cleanliness, hygiene and functionality. • Ensuring the strategic and operational quality and change management activities are integrated and aligned with the goals of Richmond Wellbeing. • Building a strong, effective, and resilient organisational culture.

Richmond Wellbeing Vision, Purpose and Values

Our Vision: A community where everyone has the opportunity to improve their mental health and wellbeing and live a fulfilling life.

Our Purpose: We work alongside people to support their mental health, recovery and wellbeing.

<p>Voice of Hope</p> <p>We believe hope is a cornerstone of recovery and will always speak out for support and social change for people living with mental health challenges.</p>	<p>Courage and Compassion</p> <p>We work in a person-centred way, demonstrating empathy, authenticity, honesty, integrity and human kindness in all our relationships with individuals, families, colleagues and the community.</p>	<p>Inclusion and Diversity</p> <p>We embrace diversity, respect and value people’s differences, and consistently seek to support people to realise their full potential as connected and contributing members in the community.</p>	<p>Service Excellence</p> <p>We consistently aspire to exceed customer expectations, pursue opportunities for continuous improvement and quality, and take a proactive approach to seeking identifying and leveraging current and future opportunities.</p>
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Statement of Diversity

The staff at RW are committed to creating a safe and comfortable environment for all staff and consumers. To view our diversity statement in full please visit the Richmond Wellbeing intranet.

Key Result Area	Key Accountabilities and Responsibilities	Key Performance Indicators
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<p>Service Management</p>	<ul style="list-style-type: none"> • Lead the team in the delivery of program requirement to clients, as per operating procedures and guidelines. • Lead and implement cultural change initiatives within the program area, by contributing to the developing of cultural change initiatives, evaluating the readiness for change, identifying potential risks for resistance, and contribute to the development of plans to intervene, and managing the necessary communication activities relating to the changes. • Responsible for the co-ordination of delivery of the service commitments in order to achieve the required client outcomes, operate in a compliant manner, operate within the funding guidelines, quality frameworks and Richmond Wellbeing policy and procedures. • Influence the operational activities by contributing to the on-going development and improvement of the service through involvement in strategy development and continuous improvement initiatives to ensure Richmond Wellbeing remains a leading quality provider of mental health services. • Influence the operational procedure by developing work practices and procedures, methodology, plan and provide advice on policy matters. • Meet all program targets, compliance and Key Performance Indicators • Conduct self-audit activities as required. • Write program reports, reviews, evaluations, service delivery procedures and work instruction in conduction with the Regional Manager and other staff as required. • Manage accreditation and quality improvement processes. • Site management. • Overseeing client relations and records. • Oversight of case review processes and practice reviews. 	<ul style="list-style-type: none"> • Appropriate leadership is provided to the team to ensure the delivery of the program is in line with policy, operating procedures, and guidelines. • Leadership standards are set and demonstrated, through values-based leadership, culture change leadership and actively promoting values-based behaviors. • Service commitments are delivered and required client outcomes are achieved. • Service operates in a compliant manner and within funding guidelines, quality frameworks and Richmond Wellbeing policy and procedures. • Contribution is made to the on-going development and improvement of the service. • Program is compliant across all areas of assessment.
<p>Relationship Management</p>	<ul style="list-style-type: none"> • Work with other Service Managers within Richmond Wellbeing and the community to ensure the full range of services are available to clients. • Work with other Service Managers within Richmond Wellbeing to achieve consistency in the quality of delivery of like programs and to share ideas, knowledge, and experience on how to improve the service. • Develop and maintain internal relationships with other key stakeholders including the Senior Leadership Team, People & Culture and Finance • Develop and maintain external relationships with key stakeholders and influencers in the community where service delivery occurs. • Contribute to Richmond Wellbeing projects, programs, or activities by providing specialist advice, support advice and assistance. • Management and facilitation of organisation wide committees and working groups. • Networking, liaising, and collaborating with a broad range of organisations, peak bodies, funding bodies and government departments. 	<ul style="list-style-type: none"> • Collaborative relationships with other Service Managers within the community, Key external stakeholders, internal stakeholders are developed and maintained. • Participating in senior management forums. • Demonstrates willingness to contribute ideas to other Richmond Wellbeing objectives. • Information sharing with, internal teams and external stakeholders.

<p>People and Performance Management</p>	<ul style="list-style-type: none"> • Conduct performance reviews and evaluations with encouragement and developmental coaching and counselling as required. • Identify and support staff training and development needs. • In collaboration with People and Culture, respond to and manage employee grievances, and undertake disciplinary action including terminations in line with Richmond Wellbeing Policy and Procedure. • Undertake recruitment, selection of new and replacement staff as necessary in a fair and equitable manner in line with Richmond Wellbeing policy and procedures. • Thoroughly induct and train new and existing members of staff to ensure appropriate knowledge of the organisation, work practices and governing internal and external policies and procedures are understood. • Understands the relevant Enterprise Agreement or Award applicable to the service and ensures the operation of the service is compliant with the terms and conditions in the Enterprise Agreement or Award. • Ensures that employee data and information is up to date and accurate. • Co-ordinate and manage students, and volunteers' where required. • Manage employee leave entitlements effectively. 	<ul style="list-style-type: none"> • Demonstrates leadership of the team and is responsible for the effective people management and development of direct reports by providing consistent and frequent professional support, establishing role clarity ensuring that performance expectations and accountabilities are clearly set and reviewed regularly and embed this culture throughout the program area. • Leadership of the team is provided, and effective people management and development of direct reports occurs. • All employees hold current and relevant qualifications to meet contractual terms, and qualifications are current and record keeping is kept up to date. • Performance reviews and evaluations are conducted as per Richmond Wellbeing Policy and Procedure. • Training and development needs are identified, and staff supported to access opportunities. • Prompt response to staff grievances, and undertakes disciplinary action including terminations in line with Richmond Wellbeing Policy and Procedure. • Actively, and in a timely manner undertake recruitment, selection of new and replacement staff as necessary in a fair and equitable manner in line with Richmond Wellbeing policies, guidelines, and procedures.
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Finance and Administration	<ul style="list-style-type: none"> • Full oversight and financial management including compliance with program budgets, authorisation of program expenditure, financial systems, and resources. • Providing timely and accurate reports on the service to the Regional Manager • Providing timely feedback to the Regional Manager on risks, issues, and opportunities. • Assist with or prepare budgets as required. 	<ul style="list-style-type: none"> • The program budget is compliant, and expenditure is within authorised limits. • Timely and accurate reports on the service are provided. • Timely feedback is provided to the Regional Manager on risks, issues, and opportunities. • Assistance is provided to prepare program budgets.
Occupational Safety and Health	<ul style="list-style-type: none"> • Ensure effective management practices are implemented to mitigate risk and ensure the health and safety of workers, clients, and visitors. • Ensure consultation practices are in place to enable workers to be involved in risk management planning, incident reporting and safe work practice activities to improve work, health, and safety. • Acquires and keep up to date knowledge of health and safety matters. • Abid and comply with Richmond Wellbeing procedures to assist in reducing illness and injury including early reporting of incidents/illness and injuries. 	<ul style="list-style-type: none"> • Effective management practices are implemented that mitigate risk and ensuring the health and safety of workers, clients, and visitors. • Consultation practices are in place ensuring workers are involved in risk management planning, incident reporting and safe work practice activities improving work, health, and safety. • Documentation is maintained as per Richmond Wellbeing Policies and Procedures and is accurate, legible, and concise.
Leadership	<ul style="list-style-type: none"> • Set the Leadership standards through demonstration of values-based leadership and actively promote values-based behaviors within Richmond Wellbeing. 	<ul style="list-style-type: none"> • Self-leadership, business/financial leadership, people leadership and

	<ul style="list-style-type: none"> • Actively practice self-leadership, business/financial leadership, people leadership and community leadership. • Establish and maintain team structure that ensures that the right people are in place to manage, develop, grow, or maintain the function to meet Richmond Wellbeing’s current and future needs. • Drive a culture of openness, feedback and productivity by coaching and developing team members to achieve their full performance potential and conduct constructive and timely management of non-performance or team issues. • Lead the Program to succeed in a changing environment, to foster a positive team culture and support staff to develop their leadership. • Fosters an environment that focuses on client outcomes and satisfaction. 	<p>community leadership are practiced</p> <ul style="list-style-type: none"> • Skilled teams are established by providing role clarity, performance expectations, development opportunities and accountabilities are clearly set and reviewed regularly. • Strong team structure is in place that ensures the right people are in the right place at the right time to manage, develop, grow, and maintain the function. • A culture of openness, feedback and productivity is incorporated into the function by coaching and developing team members to achieve their full performance potential. • Constructive and timely management of non-performance or team issues are addressed.
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Employee Requirements	
Purpose and Values	<ul style="list-style-type: none"> • Actively support Richmond Wellbeing’s purpose and values. • Positively and constructively represent our organisation to external contacts at all opportunities. • Behave in a way that contributes to a workplace that is free of discrimination, harassment, and bullying behaviour at all times. • Operate in line with all Richmond Wellbeing policies and practices • To help ensure the health, safety and welfare of self and others working in the business. • Follow reasonable directions given by the company in relation to Health and Safety. • Follow procedures to assist Richmond Wellbeing in reducing illness and injury including early reporting of incidents/illness and injuries • Promote and work within Richmond Wellbeing's client service delivery principles, ethics, policies, practice standards, including but not limited to having a strong oversight of consumer outcomes and ensuring service provision is delivered within the recovery framework, person centred and trauma informed approach.
Skills, Knowledge and Qualifications	<ul style="list-style-type: none"> • Relevant degree in Social Work, Occupational Therapy, Psychology and/or Business Management including Bachelor of Project Management or Masters of Business Administration (MBA). • 3 years’ experience in leading and managing teams in a complex service delivery setting, preferably in youth, mental health or AoD services.

	<ul style="list-style-type: none"> • Demonstrated ability to deliver service outcomes on time and in compliance with funding accreditation body requirements. • Experience and knowledge of change management principles, methodologies, tools and an ability to apply them in the workplace. • Demonstrated ability to develop and maintain effective relationships with key stakeholders. • Demonstrated experience in budget and financial management. • Strong interpersonal and communication skills. • Demonstrated interest in community and social outcomes. • A personal alignment with the values of Richmond Wellbeing. • Hold a National Police Clearance no older than three months. • Hold a current Drivers Licence.
Competencies	<ul style="list-style-type: none"> • Action oriented and is accountable to achieve results in line with set timeframes. • Builds and maintains sustainable internal and external relationships. • Demonstrates courage in leadership to confront issues and risks and escalates as appropriate in accordance with procedure. • Effective communication and active listening skills, demonstrating the ability to present information, decision and reasons confidently, clearly, and concisely selecting the appropriate medium. • High level interpersonal skills are required to resolve issues, develop, and motivate employees. • Demonstrated experience working and collaborating effectively with others, ensuring key stakeholders are involved, sharing information, and ensuring people are kept informed of progress, changes, and issues. • Ability to deal with ambiguity and complexity by identifying risks, issues, and opportunities. • Demonstrated strong leadership skills, specialist skills with effective change management capabilities exercised within either a multi-disciplinary or single function operation. • Understanding of effective employee management techniques and human resources practices. • Demonstrated understanding of the complexities and resilience factors for Aboriginal and Torres Strait Islander people, and of culturally respectful and sensitive practices for clients, families and communities. • Ability to assist or prepare budgets, establish practice and procedures, structures, and functions. • Well demonstrated leadership skills including the ability to lead and manage a program and the capacity to plan work, motivate staff and monitor performance within the requirements of the transitioning mental health sector. • High levels of emotional intelligence and the ability to effectively lead, engage and work with multidisciplinary teams, clients, and other stakeholders. • An understanding of contemporary management theories and an ability to apply them.