

Position Description

Senior Operations Manager

Scope of role

The Senior Operations Manager is responsible for providing leadership across our Intensive Therapeutic Care (ITC) Services to ensure exceptional service delivery standards, achievement of performance and revenue targets, operational tasks are completed to service standards, contractual requirements, legislation and accreditation requirements. Stakeholder management (such as DCJ) and transition planning are integral components of this role.

Key Performance Expectations & Measures

Primary accountabilities will include but are not limited to:

- Contribute to organisational performance excellence.
- Mentor, lead and develop a high performing team including Area Managers, Program Managers and After-hours Response Team, ensuring all staff are engaged and empowered to achieve objectives and deliver exceptional service to our clients.
- Contribute to the short-term and long-term operational planning and the development of strategic plans (as required).
- Ensure continuous improvement across area of responsibility.
- Promote quality through education, communication and leading by example.
- Conduct regular quality audits and inspections
- Prepare and complete action plans, implementation plans and quality improvement plans.
- Manage risk in area of responsibility.

The success of these deliverables will be measured by way of:

- Successful recruitment and support of staff results in a turnover of no more than 20%.
- Meet all quality and performance KPIs as set by the Executive Leadership Team.
- Annual performance reviews are completed and reflect clear deliverables for direct reports and all staff in area of responsibility.
- Supervision is applied in accordance with relevant policies and procedures for direct reports and all staff in area of responsibility.
- Elements of therapeutic care are demonstrated through compliance of quality person-centred care.
- Services are delivered in compliance with service standards, contractual requirements, legislation and accreditation requirements.
- Services are delivered in line

<ul style="list-style-type: none"> • Ensure contractual requirements, regulatory requirements and organisational quality and accreditation standards are being met. • Manage and increase the effectiveness and efficiency of service delivery activities. • Ensure all operational activities are carried out in an appropriate, cost-effective way. • Utilise financial data to improve profitability and plan effective strategies. • Work with the Assets Team to ensure the effective and appropriate set-up of residential homes and offices. • Plan, organise and monitor activities and actions across area of responsibility. • Foster an empowerment approach to supporting managers through coaching and upskilling. • Overseeing consistency of quality care for our clients including regular review and audit of client files and operational documents. • Manage the implementation and delivery of the Marist180 Therapeutic Framework. • Demonstrate strong focus on operational matters, thus ensuring houses and programs are always in peak working order. • Manage and maintain safe and healthy work environments by establishing and enforcing standards and safe operating procedures, ensuring compliance with legislation. • Develop strong working relationship with clinical leadership to ensure all key documents, including risk management tools are developed and all staff are consulted and trained on their application. • Monitoring ITC contract performance and deliverables, developing and 	<p>with Marist180 policies and procedures.</p> <ul style="list-style-type: none"> • Business Plans and Budgets are completed annually. • Operations are delivered within Budget. • Quality action plans are developed and effectively implemented. • Staff voice and feedback is heard and used to continuously improve service delivery activities. • The workplace is safe for all staff and our clients, and all potential risks and incidents are recorded, mitigation plans and monitoring activities are put in place. • Service delivery metrics are measured and reported to Senior Management and organisation wide as appropriate. • Staff have access to development opportunities (e.g. training, coaching, life skills development).
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<p>implementing corrective actions as required.</p> <ul style="list-style-type: none"> • Build strong internal and external stakeholder relationships including but not limited to FACS, Juvenile Justice and NSW Health, Education and Communities and Police, Industry Peak Bodies, Community Visitors, Consultants and Contractors. • Undertake supervision and performance management activities of direct reports and oversee these activities across area of responsibility to ensure effectiveness. • Establish regular internal reporting mechanisms for relevant stakeholders. • Ensure all relevant policy and procedures are current and follow up on policy review as required. • Maintain up to date, accurate, professional and confidential records. • Role model positive and productive workplace behaviours. • Undertake other related duties within the scope of this position as directed by your Manager or the Executive Leadership Team. 	
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Qualifications / Training requirements	Requirement Descriptors
<p>The qualification, experience and skills required demonstrate success within their role</p> <ul style="list-style-type: none"> • A relevant tertiary qualification (or evidence of enrolment and completing tertiary qualification). • 10 years sector experience and demonstrated senior management experience in a similar role, preferably in a residential care environment. • High level of child protection regulations and best practice knowledge. 	<p>Skills:</p> <ul style="list-style-type: none"> • Professionalism: High standard of professional, ethical behaviour and sound understanding of boundary issues. The ability to work autonomously (under general supervision only) and contribute to an effective team environment is necessary. • Strategic thinker: ability to provide advice, develop options, analyse risks, make good judgements and solve problems. • Analytical: reviews arguments and takes a systematic approach to

<ul style="list-style-type: none"> • A strong understanding of accreditation and compliance requirements in the community sector. • Experience managing, leading and developing a multi-disciplinary team in a community services setting. • Superior written and verbal communication skills. • The ability to influence and imbed change. • Ability to work independently and as part of a team. • Proven ethical decision-making abilities and attention to detail. • Strong analytical and data management abilities. • Well-developed computer skills. <p>Work Requirements:</p> <ul style="list-style-type: none"> • Valid Working with Children Check. • Clear National Criminal History Check. • Unrestricted NSW driver's licence. • Ability to work in Australia. • Current and valid First Aid and CPR certification. 	<p>creating and presenting new developments.</p> <ul style="list-style-type: none"> • Collaborative: works well with others and engenders a spirit of trust and teamwork. • Drive: is able to work to strict deadlines, and ensure contributors stay on track, in regard to service delivery activities. • Resilience: overcomes obstacles, learns from prior impediments and recovers from setbacks through self-development. • Self-disciplined: manages their own time effectively and retains a strong work ethic despite distractions and conflicting priorities. • Well-organised: has excellent organisation skills, the ability to reprioritise priorities. • Attentive to detail: demonstrate strong attention to detail skills. • Client focused: prioritises the needs of clients and is outcomes focused. • Stakeholder Management: has collaborative and influential stakeholder management capability. • Forward thinking: has ability to see the big picture currently and over the immediate to medium term.
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Role grouping	Manager	Business unit	Service Delivery
Reports to	Director Service Delivery	Direct reports	Up to 8
Employment Contract	SCHADS Award Level 7	Date of Job Description	July 2020