



## POSITION DESCRIPTION

<b>POSITION TITLE</b>	Operations Manager
<b>PROGRAM</b>	Corporate
<b>REPORTS TO</b>	Chief Executive Officer
<b>LOCATION</b>	This position is based in Brunswick West. From time to time the incumbent may be requested to work from, or to be based at, other Hope Street sites.
<b>DAYS &amp; HOURS</b>	Full Time (76 hours fortnight) Monday – Friday between hours 8am – 6pm by agreement.
<b>ONCALL / RECALL</b>	Member of on call/recall roster
<b>CLASSIFICATION</b>	Social, Community, Home Care and Disability Services (SCHCADS) Award 2010 – Level 7 Access to NFP tax concessions specifically salary packaging scheme offering up to \$18,450 of our salary tax free.
<b>OVER AWARD CONDITIONS</b>	<ul style="list-style-type: none"><li>• Personal Carers leave – 12 days in first year of service and 14 days per year thereafter</li><li>• Full Private use of a motor vehicle and mobile telephone within Program budget allocated expenditure</li></ul>

## ORGANISATIONAL INFORMATION

Hope Street Youth and Family Services Limited ("Hope Street") based in the Northern and Western regions of Melbourne, is one of the longest established specialist youth homelessness services in Victoria delivering a broad range of support services to young people who are experiencing or at risk of homelessness.

With 40 years' experience in delivering responsive services to young people in local communities, Hope Street provides both strategically targeted and holistic programs for young people aged 16 – 25 years old, including young families. These programs incorporate the following:

- Short term supported crisis accommodation
- Assertive outreach support
- Youth reconciliation involving counselling and support for young people and families
- Advocacy, resource and referral services
- Supported transitional housing

Hope Street is a not for profit organisation whose vision is a society in which all young people and young families have a safe place to call home. Our purpose is to influence change to end youth homelessness and empower young people and young families to reach their full potential. Our values are Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.

Hope Street has a zero tolerance to all forms of violence, including child abuse, and is committed to creating safe communities which focus on the best interests of children and young people. The organisation promotes the safety and empowerment of all children and young people acknowledging both their individual diversity and cultural heritage.

Visit our website [www.hopest.org](http://www.hopest.org) for more information.

## POSITION INFORMATION

Together with the CEO, and as part of the Executive Leadership Team, the Operations Manager will work collaboratively to achieve the strategic direction of the organisation. The role is responsible for building the capacity of the leadership and operational program teams for best practice client focused service delivery.



The Operations Manager is instrumental in continuing to shape the culture and ensuring the teams are highly effective at all times as a part of a changing environment.

The Operations Manager will:

- Work with the CEO to achieve the strategic direction of the organisation
- Lead Hope Street's program operations, providing coaching and mentoring to two direct reports (one who is newly recruited)
- Ensure each program is resourced and delivered according to the program model, contract agreements and industry and organisational requirements
- Plan, implement, monitor and review all aspects of service delivery to achieve exceptional client outcomes
- Lead continued improvement and embed a culture of quality improvement and responsiveness, with a 'can do' approach
- Create new, innovative models in response to the needs of young people and young families experiencing and impacted by homelessness

The Operations Manager is to lead with a strong focus on Hope Street's vision, purpose, values and standards. Programs operate across all Hope Street locations in the Northern and Western metropolitan areas. The Operations Manager is based at the Brunswick Town Hall, however also provides a presence working from the other Hope Street locations as required.

## KEY RESPONSIBILITIES

### 1. Clients

The Operations Manager will ensure the Program Managers and their direct reports are resourced and supported to deliver programs and services applying current and proven approaches to social and community work practice.

#### Key Performance Indicators:

- Facilitate cross program development meetings per schedules:
  - After Hours Response (on/recall) Meeting
  - Quality Improvement Committee
  - Leadership Team
  - Program/Operational Development
  - Other meetings as required
- Lead and embed a culture of quality, innovation, responsiveness and 'can do' approach to change and all aspects of service delivery;
- Develop and endorse draft operational policies, procedures and systems within a quality framework and achieving compliance;
- Develop, implement and evaluate program operational plans and decisions endorsed by the CEO and/or Board;
- Ensure that effective data collection systems are embedded;
- Within a quality framework, lead a strong culture as well as skill and knowledge development of compliance in all operational areas with the Program Managers and teams
- Conduct On/Re Call (shared roster).

### 2. Communities

Undertake community development initiatives and lead community capacity building activities consistent with the goals and priorities of the Strategic Plan. Promote the services of Hope Street within the community and advocate for strengthened services and resources for young people. Represent Hope Street on key committees and working groups to identify and remain informed of current issues, gaps in service provision, initiatives, and relevant government policy, directives and strategies.

#### Key Performance Indicators:

- Represent Hope Street as a leading specialist youth homelessness organisation in the community



at regional and statewide levels by:

- Informing stakeholders of Hope Street's activities
- Using these forums to identify gaps in services to young people
- Develop and contribute to knowledge of issues, activities/events, research and other with a focus on those of opportunity to Hope Street.
- Collaborate with the community via forums including the Northern or Western Local Area Services Network and state peak organisations for improved government and non-government responses to youth homelessness.
- Oversee program promotional activities to ensure they are in accordance with our values and standards, policies, procedures, Program and Strategic Plans.
- Practice and embed a '*How can we be of service to the community?*' approach with all contact with all stakeholders.

### 3. Resources

Within a well-defined policy and practice environment the Operations Manager will provide leadership, to the Program Managers and responsible Program teams. The Operations Manager will support the Program Managers with staff recruitment, selection and orientation, supervision, professional development and all performance management functions including annual appraisals and work plans. The Operations Manager will achieve this in collaboration with the People and Culture Manager.

The Operations Manager will develop a best practice culture and a team commitment to highest possible quality of service in line with leading social and community work practices and ensure strong and effective communication across the teams.

#### Key Performance Indicators:

##### a. Human Resources

- Lead and conduct recruitment of staff to programs with Program Managers
- Recommend to the CEO the selection of Program Manager positions.
- Supervise Program Managers to support the professional development of individual staff members via skill and knowledge development; supervision; performance management; performance appraisals, career path development.
- In consultation with the People and Culture Manager act promptly in accordance with policies and procedures as well as industrial/workplace legislation.
- Implement endorsed policy on matters related to employment and industrial matters in consultation with the People and Culture Manager.

##### b. Financial Management

- Consult with the Program Managers and Financial Manager to develop annual program budgets.
- Adhere to the budget, financial management systems, policies and procedures in consultation with the Financial Manager.
- Manage the development and placement of information on the Hope Street website (shared role with the Executive Team).
- Prepare recommendations to the CEO on matters including service development policies and procedures; service development systems; opportunities for growth; operational resources; asset and risk management.
- Submit to all funded agencies, accurate data reports by due dates.
- Provide accurate information to the Financial Manager for the completion of philanthropic acquittal reports in advance of due dates.

### 4. Innovation and Social Development

Hope Street is an expanding organisation establishing new programs across the growth corridors of Melbourne. The Operations Manager is a key position in supporting this growth. This role will collaborate with key stakeholders to build Hope Street's capacity to deliver responsive, flexible and innovate services with community support.

#### Key Performance Indicators:

- Hope Street First Response Youth Service In Melton Research Evaluation:



- Participate as a member of the Advisory Committee;
- Aid the implementation of the research evaluation methodology in-particular the smooth collection of data as required.
- Nurture existing and develop new relationships that will progress the achievement of organisational strategic priorities.
- Assist the CEO and Business Development and Partnerships Manager with the various stages of securing and establishing new programs. Identify and support opportunities for organisational innovation and growth within the framework of the Hope Street Strategic Plan.

## 5. Organisational Requirements

### Key Performance Indicators:

- Report regularly to the CEO via Management meetings
- Provide monthly Program Reports to the CEO.
- Ensure Annual Program Reports are completed by due date.
- Support the Executive Leadership Team as required.
- Complete Risk Management and Compliance Audit Reports for the Risk Management and Compliance Committee (Standing Committee of the Board).
- Complete and implement the Hope Street (Accreditation) Performance Improvement Plan and report in writing on the progress to the CEO.
- Lead the organisational accreditation triennial and midcycle review process.

### General

- Adhere to Hope Streets values of Fairness, Collaboration, Social Justice, Integrity, Diversity and Hope.
- Adhere to the Child Safe Standards and Hope Street Code of Conduct.
- Comply with organisational policies and procedures.
- Maintain a safe environment at all times.
- Undertake a police check prior to commencement and every three years thereafter and inform Hope Street immediately of any convictions.
- Maintain an up to date Working with Children Check.
- Actively participate in supervision and performance reviews.
- Contribute to a positive organisational culture.
- Actively work individually and collectively to achieve a service and work environment where equality of opportunity, access and inclusion are fostered.
- Ensure that all activities are met in accordance with Hope Street standards, policies, procedures and practice manuals.
- Undertake other duties as requested.

## KEY SELECTION CRITERIA

1. Minimum Bachelor Degree qualification in social work, social sciences, human services, community studies or other related discipline.
2. Experience in high-level management of: social work, community development, and/or youth case management service delivery.
3. Demonstrated capacity to build organisational capability and best practice for services to young people who are experiencing homelessness and who have complex needs.
4. Demonstrated ability to plan, implement, monitor and review all aspects of service programs and knowledge of the homelessness service system and government policies.
5. Demonstrated community capacity building that is client focused and informed by an understanding of working with young people from diverse backgrounds; including indigenous young people and those from culturally and linguistically diverse backgrounds.
6. Experience in leading, supervising and motivating staff teams, including monitoring staff performance and managing staff development.



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7. Capacity to recruit, select and employ staff in accordance with work place relations legislation and regulations and the organisation's Human Resource Management policies, procedures, standards and requirements.
8. High level competency with Microsoft Office, or other Case Management software.
9. Current driver license.

Employee Name \_\_\_\_\_

Manager Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Manager Signature \_\_\_\_\_

Date \_\_\_\_\_

Date \_\_\_\_\_