

## JOB DESCRIPTION

<b>TITLE OF POSITION</b>	<b>Executive Manager Community Services</b>
<b>CLASSIFICATION LEVEL</b>	<b>Executive</b>
<b>PROGRAM</b>	<b>Executive Team</b>

### OVERVIEW

Lutheran Care (LC) provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, accommodation and support. Current programs include emergency relief, financial counselling, family support and education, foster care, housing and family shelter, and refugee services. LC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

### ROLE SUMMARY

The Executive Manager Community Services will provide strategic and operational leadership to, and oversee the management of, a suite of programs within LC ensuring the quality of services delivered are of the highest standard. This includes complying with current legislation, accreditation and contractual requirements. With particular emphasis on strategic direction and future planning, this position sits within the Executive Team and will actively participate in and contribute to the broader organisational Management team.

Reporting directly to the Chief Executive Officer, you will add a strategic and innovative approach to Lutheran Care's community service delivery and development. Your portfolio includes support for those experiencing social isolation, vulnerability and financial distress, alongside early intervention programs and community hubs with a focus on diversity. Our homelessness services fall within your remit and as the lead agency of the Toward Home Homelessness Alliance, Lutheran Care is excited to be making history in an Australian-first, innovative plan to reform homelessness services in South Australia. You will be the Lutheran Care Executive member responsible for overseeing our part in the Toward Home Alliance. At the discretion of the Chief Executive Officer, programs assigned to your portfolio may change from time to time to meet the business needs of LC.

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## REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Executive Manager Community Services reports to the Chief Executive Officer.

## SPECIAL CONDITIONS

Any offer of employment is subject to;

- A current and satisfactory Department of Human Services Working With Children Check
- A current and satisfactory National Criminal History Check
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of their employment
- Travel throughout the region and/or interstate as required
- Be available for some out of hours work, including overnight stays as required

## CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"><li>▪ Model ethical behaviour and practice, consistent with the ethos of LC as outlined in the Code of Conduct.</li><li>▪ A strong commitment to our values of 'Social Justice, Compassion, Inclusion and Commitment'.</li><li>▪ Adhere to and support LC's policies and procedures.</li><li>▪ Respect and value the organisation, its clients and its workers</li><li>▪ Comply with Professional Codes of Conduct</li><li>▪ Be awesome</li></ul>

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<b>Teamwork</b>	<ul style="list-style-type: none"> <li>▪ Prioritise the work of the LC Executive Team, faithfully representing and supporting decisions made</li> <li>▪ Contribute to maintaining a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner.</li> <li>▪ Support LC's senior management to ensure instructions are carried out.</li> <li>▪ Identify any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s).</li> <li>▪ Lead and actively participate in regular team meetings and forums as required.</li> <li>▪ Respond to directions from the CEO as required.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment.</li> <li>▪ Promote and adhere to LC's Work Health and Safety guidelines.</li> </ul>
<b>Resource Management</b>	<ul style="list-style-type: none"> <li>▪ Manage all functions and activities in line with funding contracts</li> <li>▪ Hold direct budget responsibility as per funding contracts</li> <li>▪ Monitor financial reports, expenditure and budget to meet budgetary requirements.</li> <li>▪ Maintain records of activities as required for accountability purposes.</li> <li>▪ Manage resources and risks efficiently and effectively.</li> <li>▪ Work within established or negotiated financial and time constraints</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Lead and contribute to the delivery of high quality, person centred services.</li> <li>▪ Understand, lead and, support continuous quality improvement at LC.</li> </ul>

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## CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
<b>Leadership and Management</b>	<ul style="list-style-type: none"> <li>▪ Role model visionary and exemplary leadership and commitment to Lutheran Care's Vision, Values and Strategic Plan</li> <li>▪ Provide leadership and support to staff ensuring regular supervision is conducted and debriefing is carried out as necessary</li> <li>▪ Lead and support staff and volunteers to effectively implement change</li> <li>▪ Maintain effective management and accountability structures that support continuous improvement</li> <li>▪ Lead processes that support operational requirements and meet legislative and contractual requirements</li> <li>▪ Provide advice to the CEO about trends that impact upon service delivery, future opportunities and funding</li> <li>▪ Provide leadership, supervision, performance review and development plans, performance management and effective working relationship within your service delivery team</li> <li>▪ Lead processes that support operational requirements and meet legislative and contractual requirements.</li> <li>▪ Actively contribute to the Quality Management Program of the organisation</li> <li>▪ Lead and inspire all staff to continually perform at their best in assisting with client needs</li> <li>▪ Demonstrate a positive, respectful and supportive attitude at all times</li> <li>▪ Uphold the professional image of Lutheran Care at all times</li> </ul>
<b>Strategic Management</b>	<ul style="list-style-type: none"> <li>▪ Assume accountability for strategic objectives that fall within your portfolio or as directed by the CEO.</li> <li>▪ Report on all strategic objectives within your portfolio in accordance with the agreed format and templates.</li> <li>▪ Identify, plan and communicate with the Executive Team, initiatives for improving organisational service delivery practices.</li> <li>▪ Identify information requirements to support service delivery planning and management and performance reporting.</li> </ul>

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<b>Relationships &amp; Representation</b>	<ul style="list-style-type: none"> <li>▪ Actively seek to establish and maintain both new and existing relationships at appropriate levels with both Government and Non-Government organisations, in order to advance LC's ability to influence community needs and services.</li> <li>▪ Lead, establish and maintain productive and respectful relationships with relevant funding bodies to respond efficiently and effectively to immediate funding needs and future funding opportunities.</li> <li>▪ Network effectively with all relevant stakeholders and record details within the stakeholder engagement schedule.</li> <li>▪ Establish and maintain effective and respectful relationships with all other Executive team members and across LC.</li> <li>▪ Communicate effectively to engage and establish rapport with all staff and volunteers</li> <li>▪ Promote, facilitate and model positive collaboration between agencies and sectors.</li> <li>▪ Engage and work with relevant government bodies.</li> <li>▪ Excellent written and oral communication skills</li> <li>▪ Provide high level reporting to the CEO.</li> </ul>
<b>Service Development &amp; Delivery</b>	<ul style="list-style-type: none"> <li>▪ Ensure all services comply with relevant legislative, accreditation and regulatory requirements.</li> <li>▪ Ensure that policies and procedures are developed, implemented and reviewed and that staff, clients and volunteers understand and are involved in these processes.</li> <li>▪ Implement and manage information systems to record, analyse and report service information internally and to funding bodies.</li> <li>▪ Ensure quality management systems and a culture of continuous improvement is actively supported.</li> <li>▪ Ensure all Services are delivered on the basis of sound contemporary practice, are client centred and evidence based.</li> <li>▪ Build effective relationships and partnerships with a range of key stakeholders.</li> <li>▪ Develop and maintain collaborative approaches with service provision and effective cross program support for Community Services clients.</li> <li>▪ Manage risk assessment of client needs and suitability for services via client and risk assessment and develop support plans accordingly.</li> <li>▪ Maintain and monitor progress for service transition changes, issues, risks and deviations, including tracking progress on actions and mitigation of risks.</li> <li>▪ Ensure effective service transition that meets business needs, cost and efficiency are achieved with minimal risk, maximum optimisation and the highest degree of confidence possible.</li> </ul>

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## PERSON SPECIFICATION

### REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- Demonstrated experience working within the community services or human services sector at an executive or senior management level
- Tertiary qualification in a related field
- Demonstrated experience leading and developing high performing teams
- Demonstrated experience holding high level budget responsibility
- Demonstrated experience in business and community development
- Demonstrated understanding of community services and the broader not-for-profit services sector.
- Excellent communication skills, including verbal, documentation, reporting, facilitation and presentation capabilities.
- Proven ability to develop and maintain effective working relationships with stakeholders both internal and external.
- Demonstrated project management skills and the capacity to meet milestones and deadlines.
- Demonstrated problem solving and analytical skills related to large scale organisational change.
- Staff performance management, staff review processes and mentoring.
- Evidence of ability to influence others in moving towards a common vision or goal.
- Articulate/strong negotiator.

### ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Experience leading high value programs and initiatives
- Experience with mergers and acquisitions

Employee: \_\_\_\_\_ Witness: \_\_\_\_\_ Date: \_\_\_\_\_

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