Manager position description

**Position overview**

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| *Position Title:* | | | | |
| **Classification:**  SCHADS level 7 | **Appointment status:**  Part time permanent  (35 hour week) | | | **Authorisation:** Manager  **Date:** revised 2022 |
| **Reports to:**  Management Committee | | **Roles reporting to this one:**  Staff, Students, volunteers | | |
| **Key purpose**:  To ensure WILMA operates as a best practice centre for women’s health aligned with feminist principles and ensuring access and equity to all women of Macarthur. | | | | |
| **Key challenges**:  Ensure continuity of funding by positioning WILMA as a quality service meeting the identified health priorities in South Western Sydney, State and National Health Plans | | | | |
| **Key internal relationships:**  All WILMA staff, Management Committee | | | **Key external relationships:**  Networks and Partnerships with funding bodies, Women’s Health NSW Peak and Centres, and key local community networks and services as identified. | |
| **Capability requirements:**   * Minimum 2 years of experience in program management and service delivery * A tertiary qualification in management, social work, or relevant human services field. * Demonstrated ability to lead a team of multi-disciplinary professional staff; be able to develop staff, and motivate the team and understand good human resource management * The ability to build relationships and engage with stakeholders; * A strong commitment to the purpose and values of WILMA, women’s health and feminist principles. * High level of initiative, ability to plan, organise and prioritise work, and work to tight deadlines under pressure. * Strong interpersonal skills, written and verbal communication skills; plus experience in preparation of funding submissions and report writing * Ability to develop, manage and implement organisational and operational policy. * Competence in Microsoft Office including outlook, word, excel, PowerPoint; * Extensive understanding of issues affecting women, their families and communities * Ability to evaluate and assess needs and plan strategically * Sound financial management skills and understanding of accountability * Commitment to personal and professional development * Sound knowledge of, and commitment to Work, Health and Safety   **Desirable**   * Experience working within women’s health services * Driver’s license and vehicle * Experience working with a Management Committee | | | | |
| **Delegations:**  Ensure strong, transparent and honest relationships with staff, management committee, stakeholders, funding bodies, all clients and users of the service, commercial organisations, suppliers and all those who support WILMA. | | | | |

**Duties, outcomes and accountabilities**

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| Duties and outcomes | **Key Accountabilities** |
| 1. **Responsibilities** | |
| * Manage the day-to-day operations of the program * Ensure the service strives for quality outcomes for women * Provide effective leadership and ensure that staff, students, volunteers receive high quality supervision and support * Contribute to the growth and development of WILMA services * Foster strong relationships with key stakeholders * Ensure that services comply with the NSW Health funding requirements, QMS standards and relevant legislation * Be accountable for funding, and financial management * Be accountable for policy management, implementing the Committee’s strategic plan and achieving the goals of WILMA * Ensure that WILMA services reflect the organisation’s values, policies and practice frameworks, and comply with the standards and Health NSW policies, program guidelines and service provision guidelines * Participate in the strategic planning and implementation * Manage the services within the agreed budget, strategic and operating plans * Facilitate the development of term calendars, participate in the program delivery, assess local women’s needs to inform the programming, collate data, research needs and respond to needs * Lobby, advocate and participate in raising awareness for women’s health, rights and life choices * Manage daily operations in accordance with policies and procedures | Accountable to Management Committee for achieving all WILMA service objectives within the values of the organisation. |
| 1. **HR** | |
| * Ensure that effective supervision, support, professional development, and recruitment and selection practices are implemented * Facilitate fortnightly staff meetings * Provide leadership and supervision for all staff * Provide case work and client review support to appropriate staff * Maintain appropriate paperwork, records and files in accordance with policy |  |
| 1. **Financial** | |
| * In conjunction with the bookkeeper, and the Treasurer develop yearly budgets and forecasts * Monitor budgets * Ensure sound financial reporting practices * Seek funding to support the service * Ensure processes in place to prevent fraud and corruption * Ensure appropriate computer based and paper processes in place for monitoring finances |  |
| 1. **Networking, Lobbying, Advocacy** | |
| * Develop strong collaborative relationships with Aboriginal and CALD communities and organisations * Actively foster relationships with key stakeholders in local communities * Develop and maintain linkages with relevant organisations and participate in service networks, inter-agencies, regional planning and coordination forums * Develop strong linkages with funding bodies * Ensure WILMA actively participates in events, forums, activities linked to women’s rights and health * Active organisation of all events for the Centre, including annual fund-raising event |  |
| 1. **Funding** | |
| * Lodge submissions to obtain funding to enhance services and to grow * Operate WILMA in accordance with core business funding * Monitor funding, data and report to Health NSW as required |  |
| 1. **Policy** |  |
| * Remain informed of policy and practice developments in health services * Remain informed of all legislation impacting on services and operations * Manage WILMAs policy and procedures in consultation with staff and Management Committee |  |
| 1. **Work Health & Safety** |  |
| * Take responsibility for the site, property, maintenance, equipment and services * Manage the service in accordance with safety and WHS legislation * Ensure the service is always up to date with legislation * Ensure audits and safety checks implemented and all WHS paperwork is maintained in accordance with policies and processes |  |
| 1. **General Employment Conditions** |  |
| * Liaise with security company * Liaise with landlord * Undertake other duties as required. * Attend training as directed by the Management Committee * Attendance at the peak body conference and quarterly meetings * Commitment to ongoing professional development |  |

**WILMA Service Objectives**

1. Actively develop strategies to engage priority population groups to improve health equity
2. Provide trauma informed counselling for women experiencing impacts of complex trauma, anxiety and depression, low confidence, and self esteem
3. Provide trauma informed therapeutic group processes for women experiencing impacts of complex trauma, anxiety and depression, low confidence, and self esteem
4. Provide individualised support, information, skill development and referral to practically assist women experiencing crisis and to prevent and manage chronic disease and pain
5. Improve health literacy and support behaviour change to reduce chronic disease risk factors, targeting women as leaders of family health decision making
6. Provide an appropriate range of group health and fitness activities for women in a supportive environment to increase uptake of physical activity, prevent falls and reduce social isolation
7. Conduct health promotion events and contribute to strategies that raise awareness of social determinants of health and contribute to early intervention and prevention approaches targeting identified health issues
8. Provide clinical services for women’s health screening, treatment and health management
9. Monitor achievement of health outcomes for individual women as well as overall service efficacy