

Values guiding our behaviour:

Diligence | Courage | Collaboration | Optimism

POSITION	LOCATION	REPORTING RELATIONSHIP	Level
General Manager Metro	Armadale	Chief Services Officer	Common Law Contract

ORGANISATIONAL CONTEXT

Philosophy of Care

We exist to bring HOPE to people and communities facing the toughest challenges in Western Australia. To bring diligence, optimism, courage, and collaboration to those who need us most. To achieve lasting impact, we walk with you, wherever it takes us, for however long we are needed. We believe in a community-led approach. We act in humility. We seek out the wisdom of others. We are HOPE. Each year we help thousands of people in the toughest situations to get back in control of their lives.

PRIMARY FUNCTION

The General Manager has responsibility for leadership and management of the team delivering all client services and the identified outcome measures within the region to fulfil HOPE’s Mission and Vision as outlined in our Strategic Plan and meet key performance indicators within budget and on time.

The General Manager works collaboratively with the CSO and other Executive members to manage existing services and develop new services and business opportunities within the region. The General Manager will also manage and build on stakeholder relationships in the region.

KEY RESPONSIBILITIES

Service Leadership and Management

- Responsible for the overall operations of the HOPE Community Services in the specified regions.
- Develop, implement and review the Regional Operational Plan in line with HOPE’s Strategic Plan.
- Ensure that all client services meet contracted performance indicators and legislative requirements, and deliver culturally secure and competent, respectful, effective evidence-based interventions to meet the needs of clients with complex needs including alcohol and other drug use, mental illness, and justice and social disadvantage.
- Coach and develop capability within the team environment to report as required on all contracted and organisational outcomes and performance as required.
- Develop and implement plans for new business ventures consistent with HOPE’s Strategic Plan and in consultation with the Chief Services Officer and other Executive members

Team Leadership

- Promote and maintain a positive work culture based on high quality service provision, high quality staff performance, accountability, openness to feedback, and continuous learning to improve all regional operations
- Communicate and educate positively HOPE’s strategies, policies, and procedures to all staff
- Proactively manage and review staff performance to ensure high quality service delivery
- Participate in HOPE’s On Call roster and ensure out of hour incident reports are submitted on time.

Reporting

- Ensure 6 monthly funder reports are of a high standard, and submitted on time
- Provide quality monthly reporting in line with our strategic plan and performance targets and ensure that all reports are submitted on time.

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Deliver responsive services to local communities, in partnership with stakeholders (and consumers)

- Build and maintain an effective network of organisational and community partners to support coordinated service delivery for clients with complex needs including alcohol and other drug use, mental illness, Justice and social disadvantage
- Support the implementation of formalise service level agreements with organisational partners in collaboration with Hope’s contracts department
- Collaborate with key stakeholders to increase community building and contribute to outcomes for key community initiatives in line with HOPE’s Strategic Plan
- Develop, maintain, and review a regional Community Engagement Strategy in line with HOPE’s Strategic Plan and partnership guidelines.
- Be proactive and support and participate in research and evaluation in the region with the support of HOPES research and Evaluation Specialist.

Lead and influence social policies and programs

- Represent HOPE’s interest in the Region
- Attend forums/working parties, in line with Mission and Strategic Plan
- Contribute to sector policy and sector initiatives
- With PR Manager contribute articles, reports, and evaluations.

Ensure continuous improvement in the provision of management and support systems

- Manage all client services, budgets, and HR processes in the region within delegated authority
- With Corporate Services, develops budget forecasts for all services in the region
- Ensure all staff regularly report to their line managers against Key Results Areas of HOPE’s Strategic Plan
- Adhere to HOPE’s policies and procedures and ensure all staff understand HOPE’s policies and procedures
- Oversee the implementation of OSH policies and procedures, including workplace hazard identification and risk control; ensure all staff are aware of OSH guidelines and follow them
- Lead and drive HOPE’s quality and risk systems in the region
- Monitor and work on HOPE’s Plan for Continuous Improvement (PCI)

General

- Provide, or support staff to provide, Day and Night summary reports to HOPE’s First and Second On Call.
- Lead a positive Culture in line with Hope’s values
- Travel as required to achieve Strategic objectives and priorities
- Undertake other duties as directed by the CSO

KEY OUTCOMES

- All services maintain standards for accreditation, as part of HOPE’s cycle of continuous quality improvement.
- Ensure smooth management of regions staff, resulting in high performance and smooth delivery of services.
- Establishes clear plans and timeframes for project/service/task implementation and outlines specific activities.
- Responds in a positive and flexible manner to change and uncertainty.
- Builds and sustains relationships with a network of key people externally.
- Recognises shared agendas and works toward mutually beneficial outcomes.
- Anticipates and is responsive to internal and external client needs.
- Operates as an effective representative of HOPE in public and internal forums.
- Adding value to the organisation

KEY COMPETENCIES

Strategy, Governance and Performance

- Plans and drives change
- Manages Risk

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- Manages Strategic and Business Planning
- Provides effective governance

People and Leadership

- Strategic Leadership
- Coaches and develops staff
- Manages workplace issues

Business/Corporate

- Manages regional budgets, finances, and resources

Strategic Relationships

- Fosters collaborative strategic partnerships and relationships
- Values diversity

DIRECT REPORTS

- Metro Manager
- Youth Justice and Correctional Facility Staff (currently in project phase)
- Street Yarning Outreach Services
- Banksia Hill Day Program (1FTE)
- Leavers/Volunteers Coordinator
- Youth Justice Service Midwest
- AOD counsellors (Metro x 2)

QUALIFICATIONS, KNOWLEDGE, SKILLS AND ATTRIBUTES

ESSENTIAL CRITERIA:

- Demonstrated ability to lead positive culture with a collaborative approach to leadership.
- Commitment to upholding HOPE's Vision, Mission and Values.
- Tertiary degree qualifications in social work, psychology, health, education, social science, or approved equivalent, with demonstrated experience in the field.
- Demonstrated experience in management
- Demonstrated capacity to provide leadership in a changing environment
- Demonstrated ability to exercise judgment and initiative
- Excellent interpersonal skills, including conflict resolution and negotiation
- Capacity to contribute to the development and review of policy and procedures
- Advanced communication and writing skills
- Advanced administrative and computer skills
- Ability to use service data to monitor, evaluate and inform service delivery
- Ability to build and maintain stakeholder relationships at multiple levels (e.g. Community, funding agencies etc)

DESIRABLE CRITERIA:

- Experienced and able to communicate effectively with senior stakeholders in the government, private, not-for-profit sectors, and local community to fulfill HOPE's Strategic Plan
- Knowledge and experience or capability to work in culturally secure and competent ways
- Highly developed planning skills
- Highly developed strategic management skills
- Highly developed financial management skills
- Highly developed human resource management skills

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- Demonstrated experience in the management of a multidisciplinary clinical services
- Experience within the Alcohol and Other Drug or Mental Health sectors
- Current knowledge of and commitment to Equal Opportunity in all aspects of employment and service delivery

ESSENTIAL PRE-EMPLOYMENT REQUIREMENTS:

- Current C or A class driver's license
- Working with Children's Card
- Police Certificate (within 6 months)
- DOJ Clearance

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities, and other requirements of the job.

Name : _____ Signature: _____ Date _____

Approved Delegate Name : _____ Signature: _____ Date _____

Hope Community Services is committed to eliminating all forms of discrimination in the provision of our service. We embrace diversity and strongly encourage applicants from Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, people with disabilities, sexual orientation, gender identity, intersex variations, and religion.

Hope Community Services is committed to a smoke-free environment across all buildings, grounds, and vehicles.