

JOB DESCRIPTION	
Job Title	Operations Manager
Responsible to	Assistant Director
Responsible for (if applicable)	South West - WA
Overall Purpose To effectively develop, manage and promote the children and family services within the South West region in line with regulatory requirements and Key Assets Australia's (KAA's) strategic plan.	

Core Tasks

- To operate as a KAA senior officer and specialist taking a management responsibility for the provision of a range of high quality, child safe, culturally responsive services.
- Operate as a senior specialist providing multi-functional advice to various stakeholders externally and within KAA.
- Take responsibility for fulfilment of contractual obligations including provision of reports on contract performance, self-evaluations, and external evaluations and audits as required by the customer.
- Identify current and future business development options and the lead strategies to achieve desired outcomes for KAA with the support of the State Director and Assistant Director
- Support the local managers in managing, developing and providing leadership in line with the KAA visions, mission and values.
- Act as a coach, mentor and advisor to the local management team
- To ensure the provision of training, coaching and support to staff including the use of the Practice Framework and any other practice skills ensuring fidelity to relevant practice models
- Develop and implement techniques, work practices and procedures applying a flexible and innovative approach to continuous improvement of services.
- Manage and be responsible for decision-making within the constraints of KAA policies and provide advice and support across the organisation.
- Influence policies and programs and provide initiative and be able to formulate, implement, monitor and evaluate projects and programs.
- To ensure timely reporting in line with internal and external requirements including the collection and reporting on key outcome and output data, with the support of the Assistant Director and Quality Practice Lead.
- To build and manage a close and effective working relationship with local agencies including taking a lead in developing and managing partnerships between KAA and local Aboriginal Community Controlled Organisations.
- Manage program development and active (action research) evaluation processes as appropriate.
- To participate in the recruitment, induction of staff and management of staff performance as relevant.
- To ensure that best practice is maintained in all cases and at all times and that all KAA services are culturally responsive and child safe.

- To participate in the KAA WA Leadership Team sharing responsibility for business planning, strategic planning, budget and operations management including chairing relevant meetings, both internally and externally, as required.
- To ensure that the teams are appropriately resourced, managed and supported.
- To ensure the timely reporting and any investigation of critical incidents or complaints in line with KAA policies and procedures.as required.
- To manage the budget of services in conjunction with the Assistant Director and State Director.
- To ensure that both Carers, families and children and young peoples' opinions and those of significant others are sought over issues which are likely to affect their daily life and their future including advocating for our services users, when required.
- At all times to ensure the safety of children is a paramount consideration in decision making and service delivery.

Additional Duties

- To undertake an out of hours duty on a rostered basis.
- To undertake training and development deemed necessary for the pursuance of the post.
- To ensure Health and Safety is observed in the course of all activities.
- To comply with equal opportunities policy and procedure in all practices.

It is the nature of work of Key Assets that tasks and responsibilities are, in many circumstances, unpredictable and varied. All staff are, therefore, expected to work in a flexible way when the occasion arises where tasks are not specifically covered in the Job Description have to be undertaken.

To be signed at the commencement of employment

Managers Signature:	
Date:	
Employee Signature:	
Date:	

PERSON SPECIFICATION

Operations Manager

Note to Applicant: When completing your application form you should demonstrate the extent to which you have the necessary education, experience, knowledge and skills identified for the post.

Key: Assessed by Application Form: **A**
 Assessed at Interview: **I**
 Assessed by Test/ Exercise (if applicable) **T**
 Assessed by Documentary Evidence **D**

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
<u>Education/ Qualifications</u>						
• Hold a relevant qualification in community services	Desirable	✓	✓	✓		✓
<u>Experience/ Training</u>						
• Must have a minimum seven years' experience working within the community services sector	Essential	✓	✓	✓		
• Evidence of significant management and supervisory experience	Essential		✓	✓		
• To be able to evidence an understanding and practical application of the use of IT and electronic communications, including the use of Microsoft Office	Essential	✓	✓		✓	
• Experience of working with families and communities including Aboriginal families	Essential	✓	✓	✓		
<u>Personal Qualities</u>						
• Able to be confident in exercising initiative and acting independently while seeking guidance when required. Self-starter with the ability to work with a degree of autonomy.						
• Ability to communicate simply and effectively, both verbal and written, with a diverse client group, and with staff at all levels, recognising potential language barriers and cultural differences	Essential	✓	✓	✓		
• Tenacious, diligent and resilient with the ability to adopt a creative approach to problem solving in a complex, culturally sensitive environment	Essential		✓	✓		
• Ability to work across a number of different services, terms, conditions and processes simultaneously	Essential	✓	✓	✓		
• Ability to think quickly and act appropriately to business need	Essential		✓	✓		
• Ability to work respectfully in partnership with other agencies, internal and external departments, and training providers	Essential			✓		
• Ability to work with cultural advisors to ensure that services are culturally safe	Essential			✓		
• Demonstrated reliability, flexibility and dependability	Essential			✓		
• Ability to create a positive working environment where people have the opportunity to reach their potential	Essential			✓		

	<u>Essential/ Desirable</u>	<u>Shortlisted Criteria</u>	<u>A</u>	<u>I</u>	<u>T</u>	<u>D</u>
• Ability to maintain confidentiality	Essential	✓	✓	✓		
• Ability to work under pressure and handle changing priorities	Essential		✓	✓		
Miscellaneous						
• A commitment to Equal Opportunities and OH&S in all work practices	Essential		✓	✓		
• A commitment to diversity and social inclusion which includes Aboriginal and Torres Strait Islander people, people who identify as LGBTI, people of all ages, people with disability and those from culturally and linguistically diverse backgrounds	Essential		✓	✓		
• A commitment to providing a professional and quality service	Essential			✓		
• Ability and willingness to travel, including occasional nights away may be required within WA and possibly Interstate.	Essential			✓		
• Ability and willingness to work flexibly including, early morning and evening work as necessary	Essential			✓		
• Must possess a full current driving license relevant to the state this role is based.	Essential	✓	✓			✓
• To be confident dealing with people in sometimes stressful/ difficult situations or remotely	Essential			✓		
• Be prepared to seek advice where necessary	Essential			✓		

Key Assets makes use of the National Federal Police Criminal Records and local State and Territory Working with Children checking services, which facilitates the checking of individuals' criminal records by employers where such individuals are to occupy 'positions of trust'. You may be required to consent to and apply for disclosures at regular intervals during your employment in this post and any offer of employment is provisional and conditional on the satisfactory outcome of the check. This is because this role involves access to sensitive data.

Signed by Job Holder:	
Date:	
Signed by Line Manager:	
Date:	