



POSITION DISCRIPTION - SERVICE MANAGER

Position Title	Service Manager
Location	Yoonthalla Services at 'Yumba Binda' Site
Program	Executive Management
Reports to	Board of Directors
Award	Negotiable - upon suitability and qualifications
Position Review Date	30 th June 2020

SUMMARY

Woorabinda Aboriginal and Torres Strait Islander Corporation for Social and Emotional Wellbeing (WATSICSEWB) was registered in November 2016. The corporation is trading as Yoonthalla Services Woorabinda (Yoonthalla). We are a not for profit and community-controlled organisation that has been established by local people to address the disadvantage experienced in Woorabinda. Yoonthalla is a unique place-based model, and is driven by local decision making and problem solving through our Board of Directors.

Our corporation works with other locally based and visiting agencies to ensure the best outcomes are solution focused to issues negatively impacting on the everyday lives of community members in Woorabinda.

An individual at the Service Manager level is responsible for all of the following: people, financial, functional, and thought or change leadership outcomes. Individuals at a Manager level lead and implement strategies and operational plans to achieve organisational objectives. The position necessitates lead for specialist clinical and non-clinical (functional or knowledge areas) and complex, multi-disciplinary teams.

It is imperative that the position honours and continues to facilitate the 'Fresh Water – Salt Water' Model as the way of working for and with Woorabinda. An individual at the Manager level typically reports directly to the Board of Directors.

Delegation

The delegation attached to the position is financial and compliance of full authority endorsed by the Board of Directors and will only be exercised where a finance project code or budget is allocated.

Position Summary

Yoonthalla Services Woorabinda (YSW) has seen organisational growth and increased capacity for service delivery over the last 12 months. The growth agenda has been driven by stakeholders like Woorabinda Aboriginal Shire Council, State and Commonwealth government which has given us our critical mass and created a necessary footprint in Woorabinda. The organisation is now actively progressing its 2020 Strategic Plan to clearly focus our efforts over the coming years and position us to make a real and lasting difference to the lives of people in Woorabinda.

The **Service Manager** will contribute and lead the operational goals and exercise leadership responsibilities when managing multiple projects, services and programs in the organisation. Operating in a complex and dynamic operating environment it will lead and drive self-determination through social and emotional wellbeing, health services and economic development. As the only local organisation established and operational it will provide leadership direction and support to a large set of multi-disciplinary external agencies to achieve sustainable positive change for individuals and communities.

The Service Manager will primarily focus on leading program teams to provide high quality services in Woorabinda. The role will ensure that YSW is providing appropriate service responses that are needs based, planned, monitored/reviewed and delivered in partnership and collaboratively with services users (both community and partners). It strives for service integration, internally and externally through co-location HUB model.

Service users will benefit from this role's high level community services knowledge and program management leadership experience as it performs all aspects of its role in proactively creating self-determination by way of being local community and client focused.

POSITION RESPONSIBILITIES

Key Responsibilities – Technical

- Holding the key leadership role within YSW you will be accountable for managing multi-disciplinary teams to develop, design and deliver various projects, services and programs that support and empower people and communities in times of vulnerability. This role will be responsible for facilitating our overall purpose of reducing suffering and disadvantage through the implementation and operational management of relevant initiatives
- Engage in and maximise opportunities for place based community development and resilience-building initiatives by providing professional representation and fostering the development and management of networks and contacts with community, government, private sector and other community service organisations to ensure and support evidence based and sustainable outcomes for the community you are advocating and working on behalf of
- Take a lead role in contract management and be the key interface to funders and/or suppliers to ensure that the programs/services are delivered in accordance with the contractual specifications, scope of work, and other terms and conditions of the contract including undertaking the operational monitoring (including identifying, analysing, treating, and monitoring risks) and management of the contract to ensure the ongoing effectiveness of the program
- Manage and continuously improve the effectiveness and efficient provision of services with a strong community focus that aligns with the 'Fresh Water- Salt Water' way of working, contractual agreements and relevant legislative and policy requirements
- Provide high quality supervision and leadership with a focus on building high performing teams by setting standards and clear expectations, monitoring performance, developing and building on staff capabilities and recognising and rewarding excellence to drive results that meet strategic priorities and contractual requirements
- Provide senior specialist advice to the development of programs and service models 'Fresh Water – Salt Water' and approaches that contribute to client/program outcomes and provide leadership support and management to the review and evaluation of programs/services.

Key Responsibilities – Leadership

- Be an integral part of the Woorabinda Social Health Partnership Forum, Woorabinda Enterprise HUB and PHN's Community Advisory Council for setting clear strategic direction and drive integration planning processes and resource management with services teams and other functional areas; in order to meet the strategic directions of the organisation.
- Ensure that all staff have a development plan in place and that performance is regularly monitored
- Ensure budgets are met by achieving set revenue targets, and managing controllable costs/expenses
- Lead the team to ensure compliance with all Yoonthalla Services Woorabinda policies including Workplace Health and Safety

General Conditions

All YSW staff is required to:

- Police check - prior to commencement and every 3 years thereafter. Police check renewals may be required earlier than 3 years in order to comply with specific contractual or legislative requirements
- Blue Card - Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Act at all times in accordance with the Code of Conduct
- Comply with the Work Health and Safety management system

POSITION SELECTION CRITERIA

Technical Competencies Criteria

Essential

- A passion for social change and a record of achievement in delivering solutions that improve people's lives including the ability to facilitate the participation of people and communities in broader decision-making processes including policy development, planning and management of services and programs
- Proven leadership and management experience (with at least 5 years senior management experience) in a human services context and skills in forging a team-based approach and providing direction, supervision and support to a diverse, multifaceted teams working preferably within a place based community development environment and/or discrete Aboriginal and Torres Strait Islander community
- Demonstrated experience in needs analysis, coordinating community planning engagement, stakeholder management (internal and external) and planning processes as well as ability to prepare business cases and reports
- Demonstrated ability to utilise highly developed analytical and problem solving skills, negotiate for positive community and organisational outcomes and work strategically in constantly changing environments in order to meet tight deadlines with competing priorities
- Comprehensive knowledge of the human services legislative and policy environment and policy and practice standards and management experience with supporting continuous improvement and compliance of relevant legislation, industry standards and best practice
- Proven ability to supervise, develop, and lead the performance of service teams across a broad service portfolio and enable a highly focused, client service oriented workforce to effectively implement strategies that support positive change and improve outcomes for clients and community
- Superior interpersonal, negotiation, relationship building and communication skills including the ability to promote, represent and influence successfully
- Knowledge of and experience in working with Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse people and communities
- Tertiary qualifications in human services or a related field

Desirable

- Extensive experience in human services sector, management, contract and/or project management and/or community and economic development

Behavioural Capabilities Criteria

1. Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Ability to manage cultural and individual differences effectively and appropriately to guide the work and behaviours of teams.
2. Demonstrated capability to take ownership of work and use initiative to deliver results. Ability to set performance standards for teams and provide coaching and feedback to ensure standards are met.
3. Demonstrated understanding of key drivers of success within teams to enable achievement of organisational goals. Ability to think and plan goals in the long term as well as the present.
4. Demonstrated capability to lead continuous improvement activities and encourage team members to identify ineffective processes and contribute to new ideas and ways of working.
5. Demonstrated ability to manage resources without compromising service quality. Ensuring the team understands the relevant policies and procedures to achieve goals and appropriately manage risk.