

JOB DESCRIPTION

Operations Manager

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, mental health, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The Operations Manager oversees a portfolio of services, and supporting teams to deliver high quality, mental health services to consumers. This role is responsible for performance and reporting, stakeholder engagement, and operational implementation of each of the services within the portfolio. In addition, the Operations Manager contributes to the strategic direction of the portfolio by leading and supporting initiatives to increase effectiveness and efficiency of services and ensuring best care for clients.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Uniting Recovery team through the following:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department, and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
- Work closely with the Head of Department to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
- Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assesses team member performance, sets objectives and establishes active development plans.

- Understand industry trends and commercial implications, and demonstrates knowledge of the impact department advice has on the other Directorates in Uniting.
- Contribute to the development and evaluation of changes and improvements to the to the services provide by the department/team and ensures that changes support the viability of Uniting.
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Operations Manager, your role specifically will:

- Work closely with the General Manager and service team to operationalize program contracts to ensure the service meets delivery standards, contractual obligations and key performance indicators.
- Manage service budgets ensuring they align with funding arrangements, monitoring expenditure to ensure equity and appropriate use of funds.
- Develop and monitor annual work plans and progress reports.
- Ensure service delivery expectations are met, including resolution of any client, staff or program issues.
- Ensure Managers are driving a high-performance culture, adhering to all funding contractual obligations and service delivery expectations.
- Initiate responses to emerging challenges or opportunities to achieve strategic priorities.
- With service managers and/or team leaders, support staff to ensure processes conform to the principles of continuous quality improvement, quality and safety.
- Ensure service(s) are fit for purpose, and meet both regulatory and fidelity requirements.
- Respond to staff grievances, performance and conduct matter and undertake disciplinary action as required in conjunction with organisational policy and procedure.
- Ensure all data and reporting management is maintained.
- Prepare funding body or management reporting on service outcomes with relevant evidence and data as required.
- Promote, develop and maintain, effective sustainable relationships with both internal and external stakeholders to ensure strategic and service outcomes are met.
- Exercise managerial responsibility with delegations relevant to the position including service, financial and people management.
- Actively contribute to the continuous quality improvement process to ensure that services are delivered to meet consumers, family/carers needs.
- Support the General Manager in pursuing new funding opportunities.
- Liaise and respond to queries and requests from funding bodies.

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

Your directorate: Communities
You'll report to: General Manager

YOUR KEY CAPABILITIES

People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people.
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available.

QUALIFICATIONS & EXPERIENCE

Qualifications:

- Bachelor qualification in a relevant field, or extensive equivalent experience relevant to the field of work
- Current Australian Divers License.

Experience:

Typically, this role will require three (3) or more years' experience in your field of expertise, including at least one (1) year leading a dynamic team. You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

In addition to the above, you'll have:

- Significant experience working with people in the Mental Health and Community Services sector.
- Excellent organisational skills with the ability to prioritise, meet deadlines, work well under pressure and manage communications and information.
- Demonstrated skills and capacity to exercise managerial control, involving planning, direction, control, and evaluation of service operations.
- Experience implementing leading and reviewing the effectiveness of Community based services.
- Extensive experience in the establishment of programs, procedures and work practices including managing diverse teams.
- Demonstrated skills and capacity to provide expert advice as a subject matter expert in relevant areas, including responsibility for complex decision making and exercising high levels of judgement and delegated authority.
- Ability to control and coordinate major initiatives for the organisation whilst demonstrating a good understanding of long-term strategic goals.
- Capacity to manage and negotiate complex systems and service relationships.

Even Better:

- Experience working in a not for profit organisation in your area of expertise.

Employee Name:	Insert employee name	Manager's Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	