

JOB DESCRIPTION

Service 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

This role is responsible for overseeing the day-to-day operations of the program, and leading their team to deliver an efficient, effective, and best practice service to consumers. The Service Manager will contribute to the development of the strategy of the Directorate, in addition to the planning, budgeting and reporting of activities, coordinating key processes, and preparing regular management reports.

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 Senior Leadership Team 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 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 Service Manager, your role specifically will:

- Manage the day-to-day operations of the service, informed by the strategic and business objectives and values of the program and Uniting.
- With support of senior management, lead the development and implementation of the service's business plan and strategies that reflects the strategic objectives of Uniting and the program's objectives.
- Lead the ongoing development and implementation of the model of care specific for their team to ensure timely, high quality, and accessible services are provided.
- With senior managers, develop strategies for monitoring and improving service provision and evaluation.
- Ensure the continuing improvement of the services delivered by leading quality improvement processes, including file audits, meetings and reviews, to achieve best practice.
- Provide leadership, consultation, and expertise to the team in the delivery of care.
- Manage the financial and budget responsibilities for allocated cost centres, applying effective management strategies to reach required targets.
- Develop and maintain a working environment conducive to a high standard of service provision through regular staff meetings, team evaluation and review days.
- Lead, direct and support the team to ensure that the service adheres to all funding contractual obligations and service delivery expectations.
- Organise resources in a flexible and efficient manner to best manage workflow and to ensure efficient, effective, and best practice service delivery.
- Oversee recruitment and onboarding of staff members, with view to maintain appropriate staffing levels for the service.
- Develop and lead the implementation of best practices with regard to rostering and scheduling across the service, ensuring that the workforce is utilised in an efficient, sustainable and compliant manner, whilst also ensuring quality services to our clients.
- Support your team by sharing your knowledge, providing training opportunities, peer support and mentoring.
- Act as an escalation point for the team, assisting with complex and critical matters.
- Prepare funding body or management reports on program outcomes.
- Contribute to data collection and utilise outcome measures.
- Active participation in regular supervision and professional development activities.
- Promote, develop and maintain effective, sustainable relationships with internal and external stakeholders to ensure strategic and program outcomes are met.

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:

Operations Manager/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:

- Certificate IV in Community Services, Mental Health, Youth Work, or equivalent and relevant to the field of work.
- Current Australian Divers Licence.

Experience:

Typically, this role will require five (5) or more years' experience in your field of expertise, including at least three (3) years leadership experience. 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:

- Experience working with people with severe and persistent mental illness.
- Demonstrated experience leading and reviewing the effectiveness of Mental Health related supports.
- Detailed knowledge and understanding of the principles of Recovery Orientated Mental Health Practice.
- Proven ability to lead and manage a team, including providing appropriate feedback, performance management and completing recruitment activities.
- High level of professional judgement and knowledge when performing a range of novel, complex and critical tasks.
- Experience developing, implementing, and delivering strategic business plans which increase the level of care to customers within a budget framework.
- Experience working with key stakeholders to promote and improve service delivery.
- Proven track record in allocating resources, setting priorities and ensuring budgets are met within the services to deliver strategic outcomes.
- Experience in analysing and utilising service data to ensure key performance indicators are met.
- Demonstrated ability to implement business improvement strategies with measurable outcomes.

Even Better:

- Degree qualification in a relevant field.

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:	