**Position title: Service Support Manager**

**Responsible to: Chief Executive Officer or Nominee**

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| **Our Vision**  Inclusive communities where people living with a disability can have rich and meaningful lives.  **Our Mission**  Empowering people living with a disability to live rich and meaningful lives in an inclusive community.  **Our Values**   * Dignity and Respect * Inclusiveness * Self-Determination * Integrity |

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| Position Purpose The role develops and leads strategic and operational advice across the organisation of all corporate services functions. These functions include HR, WHS, Financial management, asset management, Quality Assurance, Information Technology and Administrative functions. |

| **Inherent requirements and responsibilities** | Performance Measures (what to do) | Key Performance Indicators (how it may be demonstrated) |
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| **Management of Corporate Services** | Manage the WHS & Quality, IT, Finance, and HR Coordinator roles.  Manage the Rosters staffing team. | The day to day operations of WHS & Quality, IT, Rosters, Finance and HR are well managed.  Effective IT and HR service is offered on request and organisational needs are met. |
| Operational efficiency is reviewed in relation to infrastructure and IT services and resources are made available to ensure infrastructure and IT services continue to operate in a cost effective manner. |
| Evaluate on-the-job progress and performance management of direct reports and provide performance feedback, coaching and counseling. | WHS & Quality, IT, Rosters, Finance and HR staff have meetings on a regular basis and issues are addressed promptly. |
| Ensure there is adequate back up for each role and that working instructions are continually updated. Identify and manage gaps. | The WHS & Quality, IT, Rosters, Finance and HR roles are adequately covered when leave is taken. |
| Oversee the preparation of the annual budget and monthly financial reports | Ensure the financial requirements of the organisation are met.  Ensure regular review of coordinators financial reports against the budget.. |
| Management of the vehicle fleet, facilities and assets of the organisation. | An assets maintenance plan is produced and maintained. |
| Ensure that assets including equipment and vehicles are managed for optimal outcomes for the company, with respect to building and site maintenance and repair. |
| **Complaints Management** | Document, investigate and address grievances/complaints following organisational procedure.   * Complaints data analysed. | Ensure the complaints register is updated regularly |
| All complaints and disputes are dealt with fairly and efficiently. |
| HR Management | Oversee the recruitment, induction, training, supervision and appraisal of staff. | Ensure all recruitment, induction and training requirement are dealt with in a timely manner |
| Ensure coordinators conduct supervision and staff appraisals against current KPI’s monthly and annually |
| * Provide advice on HR issues as required * Develop and implement human resources strategies, initiatives and policy that are aligned with overall business strategy | Ensure professional advice and guidance is given to senior management on the interpretation of legislation, awards and agreements. |
| **WHS & Risk Management** | Oversee the development of an organisation-wide risk management plan and register. | Risk management plan and register is produced within specified guidelines. |
| Oversee and manage risk assessments in all areas of the organisation in consultation with WHS & Quality Coordinator. | Support for Risk assessments is provided on request. |
| Oversee service area audits of our work practices to review risks, ensure compliance and identify areas for improvement. | Service area audits are conducted on a regular basis and/or on request by a Services Coordinator. |
| Gain positive co-operation and support from Coordinators and staff for risk abatement policies, procedures and practices through effective communication, information sessions, role modeling and other appropriate means of influencing others. | There is evidence that Coordinators and staff are aware of and support risk management. |
| Provide advice and skills in risk management to assist staff across all areas of the organisation to fulfill their responsibilities in relation to workplace risk. | Feedback indicates staff are assisted to manage risk |
| **Quality Improvement** | Work cooperatively with Coordinators to achieve quality systems and processes, including, where necessary, providing assistance in the preparation of policies and procedures. | Feedback from the Coordinator team indicates they are supported in the production of policies and procedures. |
| Review Quality assurance documents and make recommendations for change to improve efficiency in consultation with the relevant Coordinators. | Quality assurance documents are reviewed on a regular basis and relevant recommendations are made. |
| Manage the delivery of relevant training to further the quality assurance initiative and to achieve consistent service quality in line with the Disability and Children’s Service Standards and continuous improvement to achieve best practice. | Quality assurance training is provided to all new permanent staff and casual support workers at induction. |
| In conjunction with the Coordinators, oversee Quality Assurance Accreditation systems. | Quality Assurance systems are implemented in accordance with legislation and certification achieved |
| **Workers Compensation** | Oversee incident reports and review investigations of incidents in co-operation with the WHS and Quality Coordinator, recommend corrective action and report trends to the CEO. | Ensure all Incidents are investigated by the WHS and Quality Coordinator and recommendations are made. |
| Oversee Workers compensation claims in accordance with legislative requirements. Report to the CEO on Workcover claims, trends and changes. | Ensure Workers compensation claim administration is completed and recommendations made in a timely manner. |
| **Industry Compliance** | Have a sound working knowledge of relevant contractual obligations and guidelines of the Disability Services Act and Standards and strong commitment to compliance issues and service delivery within the contractual guidelines. | * The CEO is informed of any relevant legislation or industry standard changes. |
| * There is evidence of compliance with current standards. |
| Comply with requirements in regard to allegations of any  reportable incidents as listed below:  1. Employee to participant incidents of sexual assault, sexual misconduct, assault, fraud, ill-treatment or neglect  2. Participant to participant incidents of sexual and physical assault (causing serious injury or involving the use of a weapon), or that forms a pattern of abuse  3. Contravention of an AVO taken out to protect a person with disability  4. Serious unexplained injury of a person with disability. | Reporting is allegation based so reporting is mandatory in any situation which falls within the parameters of the Act. Reportable incidents are acted on immediately and the appropriate documentation is completed in compliance with the Act. |
| Implement a risk management strategy in consultation with the CEO and ensure it is monitored on an ongoing basis. | There is documentation that a risk management strategy is implemented and monitored on an ongoing basis. |
| General | Ensure required reporting statistics are completed and submitted on time: both internal and external reports. | Reports are submitted within specified timelines. |
| Manage a range of projects as directed by the CEO. | Any projects are successfully completed within timelines. |
| Actively contribute to the Leadership group and provide support to your peers within the parameters of your role. | There is positive feedback from the Leadership group regarding your contribution and support. |
| Tasks assigned are completed by the scheduled date. |
| There is compliance with the Leadership Code of Conduct as amended from time to time. |
| **Continuous improvement** | Take opportunities to increase skills and use initiative. | Feedback is accepted in an open and receptive manner  There is active participation in the supervision and annual appraisal process.  Relevant meetings, training activities etc are attended and there is active participation.  Sustainable environmental practice is supported. |
| Take a positive attitude to change. | Changes are supported. |
| **Be compliant with Multitask policies and procedures as amended from time to time.** | Demonstrate knowledge and understanding of policies and procedures. | Policies and procedures are adhered to at all times. |
| **Comply with Equal Opportunity and relevant legislation and support diversity.** | Support a work environment that is free from discrimination, harassment, bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community. Model appropriate standards of professional conduct at all times. | Interactions with participants and colleagues are undertaken in a sensitive manner. There is positive feedback from others regarding your interactions. |
| Cultural and linguistic diversity is taken into consideration. |
| Other duties related to the role as requested by the CEO or Nominee | | |

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| **Essential Criteria** |
| **Qualifications**   * Relevant Business management qualifications * Tertiary qualifications or substantial relevant experience in Human Resources Management * Current valid driver’s licence   **Professional skills and experience**   * Thorough understanding of WHS Act and Standards, including development and implementation of WHS management systems, risk management, policies and procedure development. * Experience managing business functions such as HR, Finance, facilities management, ITC etc. * A sound understanding of financial and human resources management. * Knowledge of Workers Compensation legislation and process. * A strong track record with respect to commercial and business acumen * Computer literate: intermediate competency with the Microsoft Suite * Thorough understanding and commitment to relevant Acts, Standards, Legislation, Work Health and Safety and Equal Opportunity.   **Interpersonal skills and experience**   * Demonstrated analytical skills and ability to problem-solve and use initiative. * Strong communication skills and demonstrated capacity to collaborate as part of a diverse team. * Ability to work autonomously and utilise time effectively |



**Variation to Conditions of Employment**

These conditions of employment, your duties and your location may be varied by Multitask during the term of your employment. The terms and conditions in this Position Description are to be read in conjunction with the general terms and conditions of employment which form part of your letter of offer.

**Agreement**

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the general terms and conditions of employment and I agree to abide by the terms and conditions stipulated therein.

**Name:**  **Signature:  Date:**

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