

JOB DESCRIPTION

TITLE OF POSITION	Operations Manager - Central Australia
CLASSIFICATION LEVEL	Lutheran Care Level 6
PROGRAM	Financial Wellbeing Service Hub
LOCATION	Alice Springs Office

OVERVIEW

Lutheran Care (LC) provides community services in South Australia and Northern Territory through a range of programs. We support communities through responding to the needs of individuals and families, community development, learning opportunities, community workshops, accommodation and support. Current programs include emergency relief, financial counselling and capability support, family support and education, foster care, housing and family shelter, and refugee services. LC is committed to reducing barriers encouraging inclusion and participation in the community of people with a disability, people of all ages, genders, Lesbian, Gay, Bi-Sexual, Transgender, Intersex and Queer (LGBTIQ) people, Aboriginal and Torres Strait Islander (ATSI) people and people from Culturally and Linguistically Diverse (CALD) backgrounds.

In Central Australia, Lutheran Care (LC) operates a Financial Wellbeing Service Hub which provides a financial literacy program, and financial counselling to Alice Springs, including town camps and remote communities within the Central Australian service area. LC also has a contract to deliver specialised financial health and capability services to Central Australia which support families and individuals with money management through a range of existing banking products.

ROLE SUMMARY

The aim of the Operations Manager - Central Australia role is to manage the daily operations of the Central Australian suite of programs including the direct supervision of staff. Using sound business acumen, program outcomes will be delivered on time, within budget and within the specified terms and conditions set down by funding agreements. This role will ensure that the quality of services that are delivered are of a high standard and comply with current legislation, accreditation and contractual requirements. Working closely with the Senior Manager, Northern Territory, this role will assist, maintain and promote business partnerships and relationships with key stakeholders both internally and externally to satisfy and elevate Lutheran Care's position, value and community reach in Central Australia and the Northern Territory.

REPORTING RELATIONSHIPS AND ACCOUNTABILITY

The Operations Manager Central Australia reports to the Senior Manager - Northern Territory.

SPECIAL CONDITIONS

Any offer of employment is subject to;

- A satisfactory National Criminal History Record Check (NCHRC) and a current Ochre Card for working with children and youth.
- A satisfactory NDIS Workers Screening Check.
- A current and unrestricted Australian Driver's Licence and the ability and willingness to regularly drive in the course of your employment
- Possess a registered roadworthy vehicle available for work use (employees reimbursed for work travel)
- Evidence of COVID-19 vaccination (1st & 2nd dose)
- Flexibility to work across various sites and occasional evenings and weekend work, if required
- Occasional intra-state and interstate travel
- Hold a current Provide First Aid certificate and a current Safe Environments for Children & Young People certificate
- Some travel may be required with overnight stay in a range of accommodation.
- Some travel may also require driving a 4WD vehicle over large distances

CORE BEHAVIOURS/ RESPONSIBILITIES

ROLE:	LC STAFF RESPONSIBILITIES AND DUTIES:
LC Culture	<ul style="list-style-type: none"> ▪ Model ethical behaviour and practice consistent with the Christian ethos of LC as outlined in the Code of Conduct and stated values. ▪ Adhere to and support LC's policies and procedures. ▪ Comply with Professional Codes of Conduct
Teamwork	<ul style="list-style-type: none"> ▪ Lead a supportive team environment by communicating with team members, staff and volunteers in a positive and encouraging manner. ▪ Support LC's senior management team's decisions and ensure that instructions are carried out. ▪ Alert the Senior Manager to any emerging issues or critical incidents that may impact upon the growth, stability and sustainability of the relevant program/work area(s). ▪ Attend and actively participate in regular team meetings and forums as required. ▪ Report to the Senior Manager and Executive Manager – Community Services as required.
Work Health and Safety	<ul style="list-style-type: none"> ▪ Maintain a safe and healthy workplace, identify and act upon potential workplace hazards and identify and implement procedures to manage and minimise risks within your team environment. ▪ Promote and adhere to LC's Work Health and Safety guidelines. ▪ Report critical incidents in a timely manner to the Senior Manager and Executive Manager - Community Services.
Resource Management	<ul style="list-style-type: none"> ▪ Monitor financial reports, expenditure and budget to meet budgetary requirements. ▪ Maintain records of activities as required for accountability purposes. ▪ Manage resources and risks efficiently and effectively. ▪ Work within established or negotiated financial and time constraints
Continuous Improvement	<ul style="list-style-type: none"> ▪ Contribute to the delivery of high-quality services. ▪ Lead and support continuous quality improvement in LC.

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CORE BEHAVIOURS/RESPONSIBILITIES

ROLE	RESPONSIBILITIES AND DUTIES SPECIFIC TO THE ROLE:
Service Development	<ul style="list-style-type: none"> ▪ In conjunction with the Senior Manager, liaise with key stakeholders as required to ensure delegated programs achieve program outcomes and Key Performance Indicators ▪ Work collaboratively with stakeholders and community to walk alongside First Nations people to enhance outcomes ▪ Engage positively with First Nations people to deliver culturally appropriate and respectful services ▪ Alongside the Senior Manager, review and identify opportunities for service enhancement and expansion using a range of data and information sources. ▪ Ensure operational service evaluation is undertaken and monitored for improvements. ▪ Establish and maintain appropriate record-keeping systems and processes.
Leadership and Management	<ul style="list-style-type: none"> ▪ Provide leadership, supervision, performance review, development plans, performance management and effective working relationships to direct reports. ▪ Promote teamwork and achievement of common purpose by encouraging all LC staff to share information and ideas. ▪ Plan and monitor workloads to maintain a high standard of service and service delivery. ▪ Maintain effective management and accountability structures that support continuous improvement. ▪ Lead processes that support organisational and operational requirements and meet legislative and contractual requirements. ▪ Provide advice to senior management about trends that impact upon service delivery and funding. ▪ Work alongside the Senior Practitioner Financial Wellbeing to manage staff case management workload.
Strategic Management	<ul style="list-style-type: none"> ▪ Recognise and effectively create strong relationships that strengthen the position of the LC brand, services and people in Central Australia. ▪ Manage internal and external strategic projects in conjunction with Senior Manager NT to meet objective and timeframes. ▪ Identify and plan initiatives for improving organisational service delivery practices. ▪ Support community capacity building activities, forums and workshops ▪ Identify information requirements to support service delivery planning and management and performance reporting. ▪ Contribute to all aspects of business planning including providing advice and support.

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Communication	<ul style="list-style-type: none"> ▪ Identify and develop key strategic relationship networks to achieve goals, and improve outcomes for clients and service delivery methods. ▪ Communicate effectively to engage and establish rapport with staff, stakeholders and clients. ▪ Promote, facilitate and model positive collaboration between agencies and sectors. ▪ Provide high quality written and verbal reports as required.
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PERSON SPECIFICATION

REQUIRED QUALIFICATIONS, SKILLS, KNOWLEDGE, EXPERIENCE AND ABILITIES

- A tertiary qualification in either Human Services, Management related disciplines or Community Development area, will be highly regarded.
- Demonstrated experience/abilities in leading and managing a team.
- Proven high level interpersonal skills and ability to work with a degree of autonomy.
- Excellent management, organisation, problem solving and negotiation skills.
- Knowledge and experience of community services, community service networks, peak bodies and available resources.
- Skills and experience in preparing and presenting information and reporting.
- Demonstrated experience in achieving outcomes through setting directions, priorities and goals and ensuring accountability for results.
- Ability to communicate effectively in both oral and written communications and work with a broad range of people from a variety of backgrounds.
- Experience working with people from culturally and Linguistically Diverse (CALD) and First Nations backgrounds.
- Experience supporting staff to deliver programs that engage clients dealing with effects of trauma and abuse and experiencing complex needs through culturally responsive and trauma informed practices.
- Knowledge of relevant legal and statutory requirements relevant to service delivery.
- Highly developed competence in the Microsoft suite of programs, use of databases, video conferencing (e.g. MS Teams) and other relevant communication channels.
- Ability to respond to challenging situations in a flexible manner.
- Able to promote well-being and resilience and ensure the health and safety of employees and maintains a safe work environment.

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ATTRIBUTES THAT ARE DESIRABLE, BUT NOT ESSENTIAL

- Knowledge/ understanding of Northern Territory culture, politics, and government.

ACKNOWLEDGEMENT:

I have received, reviewed and fully understood the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Staff will be consulted over major changes to their position descriptions, however, duties and responsibilities may vary from time to time to maintain “Best Practice” standards of service delivery. You may be assigned other duties as reasonably requested within your level of skills and qualifications.

Employee: _____ Witness: _____ Date: _____

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