

Role title	General Manager
Status	Full time
Location	Bundaberg-based, with a requirement to travel across BHCC contractual sites
Reports to:	CEO
Phone	1300 707 655

The Company

Since 1997, Bridges Health & Community Care Ltd. (BHCC) has assisted hundreds of people to move beyond the isolation and stigma of mental illness and addictions to a meaningful existence with a sense of purpose. The key foci on this journey of recovery are:

- Fostering the belief that recovery is possible and cultivating optimism;
- Strengths and resilience rather than illness and the possibility of failure,
- Building personal capacity, self-reliance, social and community connections and mainstream integration,
- Celebrating small steps rather than expecting over-night transformations.

Bridges have since introduced additional mental health and drug and alcohol services, a Psychology Practice, Allied Health, Child, Family & Youth Services, Disability Employment Services, program for offenders and NDIS services. We deliver a range of programs throughout rural and regional Qld, supported by professional staff committed to our practice principles of recovery, No Wrong door and exceptional customer service.

Purpose of the Position:

The key role of the General Manager is to collaborate with all levels of BHCC's senior management and operational management teams in implementing, monitoring, and reviewing operational and strategic objectives. The incumbent will have a major role in organizational growth and development through business development, policy and procedure development, and operations and project management.

Key Accountabilities:

- Monitor day-to-day operations of programs and services to ensure delivery of programs and services, as intended
- Ensure staff are delivering services and programs to comply with relevant WH&S legislation, Bridges policies and procedures, quality and regulatory requirements, and contractual agreements
- Delegate and/or action tasks to resolve local issues in a timely, effective and efficient manner, while maintaining a positive work culture and respectful environment.

- Develop and contribute to organisational strategies and plans, with a focus on growth and expansion
- Actively create business development opportunities that lead to business and client growth, with an emphasis on business growth for NDIS Services
- Oversee and manage operational functions, including, but not limited to: facilities, WH&S, complaints and feedback, employee grievances, policy development, and compliance.
- Provide strong leadership, management, and supervision to BHCC Program Leads
- Assist with writing high level communications, business proposals, and funding submissions
- Ensure appropriate policies and procedures are developed, implemented and regularly reviewed across all areas of the organisation, in collaboration with senior management
- Collaborate with members of BHCC senior management and operational management teams to promote and accomplish organisational cohesion, fostering of a culture of continuous improvement, and adherence to organisational mission, values, and goals.
- Report to the CEO on organisational successes and areas needing improvements
- Contribute to, and implement where required, organisational management systems, including but not limited to, risk, quality, and compliance
- Work to set KPI's and performance targets
- Develop, maintain and strengthen relationships with key internal and external stakeholders
- Represent the CEO externally when requested
- Any other reasonable duties as consistent with the position and where required and/or requested by the CEO

Personal Attributes:

- Lead by example
- Can problem solve effectively
- Ability to inspire and motivate others to perform at their best to assist in achieving organizational objectives and positive client outcomes.
- A genuine team player, who can support and embrace a multidisciplinary approach, both internally and externally

Selection Criteria:

- Formal Tertiary qualifications in Business, Marketing, or Finance will be highly regarded
- At least 3 years of management experience in a similar role, preferably in a not-for-profit and/or healthcare setting and across a diverse range of services/operational teams
- Demonstrated strong business acumen and the ability to effectively manage and lead significant organizational development and change
- Strong project management skills, with proven ability to manage timelines, budgets and meet key performance indicators
- A commitment to the process of continuous improvement of BHCC

- A strong understanding of the legal, financial, technological, risk, and compliance requirements of large not-for-profit organisation operating in Queensland
- Demonstrated analytical and problem-solving skills and the ability to offer innovative solutions to complex problems
- Excellent interpersonal and communication skills, both written and verbal, including an ability to prepare high level correspondence to Executives and external stakeholders.
- High level experience with Microsoft Office suite, databases and information management systems

A requirement prior to commencement, is the ability to obtain or currently hold the below:

- Blue Card for Working with Children and Young People
- Current Queensland Open Drivers Licence