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## **Position Description**

Corporate Services Manager

## **The Role**

This is a new, senior role within the organisation. It promises to be a varied and interesting position with considerable personal reward. It supports the CEO and the Senior Management Team (SMT) to ensure that casa continues to manage the business efficiently and effectively during a period of expansion and change, without compromising the delivery of quality services for participants. To maintain our reputation for quality service delivery it is essential that casa's corporate services are delivered in a consistent, cohesive and efficient way across multiple departments and in diverse locations.

In partnership with the CEO, you will provide a high level of corporate services support and quality management to assist casa Services achieve success within agreed strategic goals and accountability frameworks.

## **Context**

Casa was established in 1976 to provide support services for people with a disability in Central Australia. The guiding principle of that support is to empower individuals to make informed choices, develop greater independence and encourage people with a disability to focus on their strengths and become fully engaged individuals within their community.

Traditionally the organisation itself was funded by the Department of Health under a "block funding" to providers like casa to provide a comprehensive range of support services, primarily Supported Independent Living (SIL)

The funding model changed significantly when NDIS was introduced. Now funding goes directly to participants to purchase services from a range of providers to help them achieve their goals. This has improved individual choice and control, whilst increasing competition between providers in an expanding market.

Since the introduction of NDIS casa has seized the opportunity to expand its scope and reach of provision, roughly doubling in size over the last 3 years to employ around 150 staff and over \$15m turnover. Staff and the Board are committed to building on that success and have ambitions to maintain growth in the foreseeable future. The organisation has built a high reputation for delivering efficient quality programmes of support in the disability sector in the region.

Casa employs a CEO who oversees the implementation of the Strategic Plan and direction of the organisation as directed by the Board. The CEO is supported by a strong and supportive senior management team of professionals who are responsible for their respective areas of specialism. These are Human Resources Manager, Finance Manager, Operations Manager and a Quality & Compliance Manager. This role would become part of that team, directly reporting to the CEO

Regular strategic reviews are undertaken, from which specific organisational objectives are clarified. An action plan follows, and people are empowered to deliver against KPI's. This is achieved through a social enterprise culture, where initiative and innovation are encouraged.

Great efforts have been made recently to improve IT hardware and software. The organisation is moving significantly towards online recording and monitoring. This complements national reporting standards required by the National Disability Insurance Agency (NDIA) and the new Quality & Safeguarding Commission.

### Position Description

<b>Job Title</b>	Corporate Services Manager
<b>Employment Status and Hours</b>	Full time Permanent position
<b>Classification and Remuneration</b>	SCHCADS Award. <i>Pay rate – Above Award dependent on skills, experience and qualifications.</i>
<b>Reports to</b>	Chief Executive Officer (CEO)
<b>Primary Location</b>	Alice Springs, Northern Territory

### Main Duties and Performance Goals

A wide range of skills will be required to undertake this varied role, they will need to be innovative, proactive and have a 'can do' style of working. This person will have good people and project management skills and provide a positive, supportive, empowering style of leadership to our operational teams. They will need to maintain a balance between long term financial sustainability, and effective delivery of disability services for participants in Central Australia.

Responsibilities/Behaviours	Performance Goals
<p><b>Core objectives</b> Provide support to the CEO and SMT to implement projects and ensure consistent delivery across all corporate service areas.</p> <p>Key tasks will include, but not be limited to:</p> <ul style="list-style-type: none"> <li>Working collaboratively with, overseeing and supporting existing staff to establish, review and maintain consistency across all operational, administrative systems and delivery areas so that participant outcomes are improved, and quality of services are maintained</li> <li>Ensuring that all services adopt a culture of continuous improvement and implement efficient and effective working practices as standard.</li> <li>Working collaboratively with and supporting existing managers to map, and design systems and processes and oversee the implementation of standard operating procedures across all casa services and teams</li> <li>Ensuring that casa systems and processes capture sufficient information and data so that all financial claims accurately reflect services delivered</li> <li>Working with others to prepare reports, including feasibility studies on the cost /benefits of new and existing programmes</li> </ul>	<ul style="list-style-type: none"> <li>Services delivered meets the statutory and other standards required in accordance with funding agreements, casa continuous quality improvement plan and related policies and procedures:</li> <li>Maintain continuous improvement in support services to the organisation</li> <li>Compliance in accreditation is maintained</li> <li>Management team and direct reports are kept informed of issues and plans</li> <li>Corporate business administration is efficient, delivered to standard, appropriately recorded and delivered within required timeframes</li> <li>Ensure corporate communication standards and associated public relations activities are in accordance with casa protocols</li> <li>Corporate and professional working relationships are developed and maintained and standards</li> </ul>

Responsibilities/Behaviours	Performance Goals
<ul style="list-style-type: none"> <li>• Working with others to develop and improve the customer relationship process to increase participant retention rates, achieve positive personal outcomes and grow new, profitable markets</li> <li>• Working with others to oversee the efficient management and use of organisational assets and resources</li> <li>• As part of the Senior Management Team you will be working closely with the CEO, the HR Manager, the Quality Manager, the Operations Manager and the Finance Manager to oversee and support the successful internal alignment of functional areas in order to achieve a seamless and smooth delivery across all areas and for all stakeholders</li> <li>• Liaising with internal and external stakeholders, using a collaborative style, to achieve mutually beneficial outcomes for the organisation and its participants</li> <li>• Promotion of a collaborative culture that encourages individual and team based development and achievement at all levels</li> <li>• Working with others to oversee and support the delivery of projects so they are conducted within an environment of excellence, customer responsiveness and a culture of continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Maintains a fair, equitable and accessible process for the handling of enquiries</li> <li>• All review and reporting requirements are met in accordance with timeframes and operations standards</li> </ul>
<b>Workplace Health and Safety</b> <ul style="list-style-type: none"> <li>• Become the primary contact point to ensure that WHS compliance and delivery is achieved in a consistent manner.</li> <li>• Ensure accurate WHS records are maintained to meet legislative requirements</li> <li>• Actively contributes to the Risk Mitigation strategies at casa Services and ensuring risk assessments are generated across the organisation as required</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure processes and delivery remain compliant across the organisation</li> <li>• Completes internal risk assessment audits as required</li> </ul>
<b>Quality &amp; Safeguarding</b> <ul style="list-style-type: none"> <li>• Ensure a strong awareness and compliance with regulatory stands is provided by staff, with recommended guidelines.</li> <li>• Ensuring ongoing privacy, safety and security of stakeholders is achieved by all staff</li> <li>• Take appropriate preventative measure to minimise the risk of adverse incidents</li> <li>• Ensure restrictive practices legislation remains compliant and reports submitted on time</li> </ul>	<ul style="list-style-type: none"> <li>• Culture of continuous improvement is maintained</li> <li>• Demonstrated ethical practice and compliance with all statutory and internal casa policies procedures and legislation is met</li> <li>• Positively represents casa through professionalism, integrity and behaviour aligned with casa's values, aims and guiding principles</li> </ul>

Responsibilities/Behaviours	Performance Goals
<b>Corporate Identity</b> <ul style="list-style-type: none"> <li>Promote and embody casa Services vision and values</li> <li>Acts as a role model for participants and other staff</li> <li>Maintain professional networks that allows for excellent service delivery</li> </ul>	<ul style="list-style-type: none"> <li>Acts in a professional manner/leads by example and maintains the reputation of the organisation and service</li> <li>Positively promotes the image and services of the organisation</li> <li>Reports significant events to the CEO in a timely manner</li> </ul>

### Generic Accountabilities –All Employees

To provide participants with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life all employees are expected to:

1. To demonstrate consideration, understanding and respect for participants, their guardians and their families at all times and in all interactions.
2. Monitor and report performance against personal performance goals and take corrective action as required.
3. Drive a culture of continuous improvements throughout the workplace in a supportive manner and approach.
4. Maintain and encourage a positive and solutions focused attitude.
5. Provide a safe working environment within your area of responsibility, actively participating in and support a 'safety first' business culture.
6. Ensure compliance with Statutory and Regulatory requirements, and casa Services policies, processes and procedures.

Key Selection Criteria & Skills/Attributes	
<b>Essential:</b>	<p>Qualifications and Licences</p> <ul style="list-style-type: none"> <li>Relevant Qualification in Business Management or related field at graduate or post graduate level</li> <li>Current Working with Children Clearance</li> <li>Current National Current National Police Clearance</li> <li>Evidence of right to work In Australia if on a visa</li> </ul> <p>Experience and/or Specialist knowledge:</p> <ul style="list-style-type: none"> <li>Experience in corporate services management, preferably in a community controlled organisation or similar environment</li> <li>Demonstrated senior project management development and operational experience</li> <li>Business acumen: experience in applying a broad perspective to ensure ongoing viability of an organisation, strong performance, efficient use of financial and physical resources, and seeks to minimise waste and poor performance</li> </ul>

	<ul style="list-style-type: none"> <li>• Leadership and Communication experience: leads or promotes initiatives in their work area to ensure effective performance and achievement of objectives is achieved across the organisation</li> <li>• Understanding of Regulatory Compliance: a strong awareness and compliance with regulatory standards</li> <li>• Financial awareness and responsibilities for budget management</li> <li>• Experience in organisational governance and processes</li> </ul>
<b>Desirable:</b>	<ul style="list-style-type: none"> <li>• Thorough understanding of business principles, in a Social Enterprise context will be highly regarded</li> <li>• Previous experience of the disability sector</li> <li>• A thorough understanding of the NDIS from a delivery perspective and an understanding of the challenges this brings</li> <li>• Experience in working with Indigenous Australians and people from culturally and linguistically diverse background</li> </ul>
<b>Personal qualities:</b>	
<ul style="list-style-type: none"> <li>• Collaborative: Exceptional ability to collaborate, communicate and execute outcomes across functions and all levels of employees and stakeholders; encourages and cooperates with others to achieve common goals</li> <li>• Innovative: Generates options and ideas; finds ways to work better and smarter on own initiative in a dynamic environment</li> <li>• Analytical: collects, organises and applies information relevant to specific needs and outcomes to provide strategic guidance to others</li> <li>• Participant focused: committed to, and acts for well-being of internal and external service users, ensure needs of all participants remains the key focus</li> <li>• Problem solver: able to effectively address a range of issues as they occur in a rapidly changing environment</li> <li>• Organised: prioritise and handle numerous tasks for multiple stakeholders, often in a short timeframe</li> <li>• Excellent Interpersonal skills: tactful and able to explain and discuss all matters using appropriate verbal and written communication for the target audience</li> <li>• Discretion and sound judgment</li> </ul>	

#### Disability Worker Exclusion Scheme Check

*All current and prospective employees will be subject to a Disability Worker Exclusion Scheme check. This is a check of an individual's name against a database held by the Department of Human Services that records individuals who pose a proven risk to the health, safety or welfare of people with a disability. If your name is on or is placed on the list, you will be ineligible to work as a Disability Services Employee with casa Services.*

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#### **Variations to Conditions of Employment**

These conditions of employment, your duties and your location are indicative and may be varied during the term of your employment.

**Agreement:**

I hereby accept and agree to the duties in the Position Description. I understand that this Position Description is to be read in conjunction with my Letter of Offer and Employee Handbook/s. I agree to abide by the terms and conditions.

Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_