# Position Description (Social and Community Services Level 5)

**Our Mission:** To share in the healing ministry of Jesus by providing professional community services to enhance the wellbeing of individuals and families.

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| **POSITION TITLE** | Home Maintenance Manager |
| **SALARY SCALE** | Social, Community, Home Care and Disability Services Industry Award 2010Social and Community Services Level 5 |
| **EMPLOYEE NAME** |  |
| **HOURS PER FORTNIGHT** | X hours per fortnight |
| **LOCATION** | Bundaberg |
| **RESPONSIBLE TO** | Community Care Manager (Southern Region) |
| **APPROVAL DETAILS** | Robert Sims **Role:** Director **Date:**  15th September, 2020 |

**PRIMARY OBJECTIVES**

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| The Home Maintenance Manager is responsible for the effective delivery of Home and Yard Maintenance Services across the Southern Region (Bundaberg). These services are predominately funded by the Home Assist Secure Program with additional funding provided by the Commonwealth Home Support Program, Queensland Community Support Scheme, the National Disability Support Program and Home Care Packages. Additional work may be conducted under a brokerage arrangement or for private clients.Objectives for this role include:* Ensuring Clients are provided with services within a reasonable time frame;
* Providing quotes for complex home maintenance jobs and coordinating service delivery;
* Overseeing engagement of contractors for services not able to be provided by internal staff, ensuring budget allocations are not exceeded;
* Supporting team members to effectively complete their roles through effective service scheduling, training and ordering of consumables and materials;
* Responding to client complaints and ensuring a high level of customer service is provided at all times;
* Ensure a safe workspace for all team members and respond to incidents including implementation of corrective measures.

Yard Maintenance services are provided within the program and overseen by the Yard Maintenance Coordinator who reports directly to this role.  |

**MAIN CHARACTERISTICS OF THE POSITION *(from The Modern Award)***

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| As part of Centacare*CQ*’s Community Care Team, this position works under the general direction from senior employees however the application of a high level of knowledge and skills is required to achieve results in line with the organisation’s goals. This position works within established work practices however generally this level requires involvement in establishing organisational processes and procedures. In addition employees will be required to set priorities and monitor work flows in their area of responsibility and interpersonal skills are required to gain the co-operation of clients and staff. |

**MAIN RESPONSIBILITIES (from The Modern Award)**

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| **To contribute to the operational objective of the workplace, this position includes the following:** * Set priorities and monitor work flow in the areas of responsibility;
* Exercise judgment and initiative where procedures are not clearly defined;
* Undertake duties that require knowledge of procedures, guidelines and/or statutory requirements relevant to the organisation;
* Plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting;
* Demonstrate preparedness and capacity to work effectively and appropriately with teams;
* Actively work towards the Centacare*CQ* mission and within its values framework;
* Deliver culturally appropriate services;
* Other duties and responsibilities from time to time that you are competent and trained to do.
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**ORGANISATIONAL RELATIONSHIPS**

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| This position works under general direction and may supervise other staff and/or volunteers. |

**EXTENT OF AUTHORITY**

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| In this position the employee is required to exercise a degree of autonomy,control projects and/or programs, set outcomes for lower classified staff and establish priorities and monitor work flow in areas of responsibility. Solutions to problems can generally be found in documented techniques, precedents and guidelines or instructions. Assistance is available when required. |

**SIGNING AUTHORITY**

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| **Capital Expenditure**  | $0.00 | **Recurrent Expenditure** Please refer to [BU 20D\_Purchase Signing Authority](file:///%5C%5CBriFS2%5CPublic%5CQuality%20System%5CBusiness%20Support%5C2_Procedure%5CCURRENT%20Version%5CFN%2020D_Purchase%20Signing%20Authority_V1.pdf) |  $2,500 (Budgeted)$1,000 (Unbudgeted) |
| **Approve Overtime** | 🗹 Yes 🞎 No | **Approve Timesheet** | 🗹 Yes 🞎 No |
| **Approve Leave** | 🗹 Yes 🞎 No | **Approve TOIL** | 🗹 Yes 🞎 No |
| **Change Employment Conditions for Line Managed Staff**(increment increases, change in hours, etc) | 🗹 Yes 🞎 No |

**QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE**

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| **Some or all of the following are needed to perform work at this level:** * Knowledge of organisational programs, policies and activities;
* Sound discipline knowledge gained through experience;
* Knowledge of the role of the organisation, its structure and services.

**Prerequisites**1. A relevant degree with relevant experience; OR associate diploma with substantial experience; OR qualifications in more than one discipline; OR less formal qualifications with specialised skills sufficient to perform at this level; OR attained through previous appointments, service and/or study an equivalent level of experience and expertise to undertake the range of activities required; and
2. Current C class drivers license (QLD); and
3. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card with Yellow Card Exemption, Satisfactory Australian Federal Police Check)
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**DUTIES OF THE ROLE**

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| **The Centacare*CQ* Vision, Mission and Values:*** Ensure all staff within the team engage with the formation activities of Centacare*CQ*;
* Ensure all services are delivered in a manner that aligns with the Mission and Values of Centacare*CQ* and the Catholic Diocese of Rockhampton.

**Policy, Planning and Communication:*** Ensure the activities of the program are aligned towards the achievement of the KPI indicators and ensure regular reports are provided to the Community Care Manager (Southern Region) outlining how the program is performing against the KPI.

**Financial and Resource Management and Control:*** Work with the Community Care Manager (Southern Region) to develop the operating budget for the Program as part of the Centacare*CQ* Annual Budget Cycle;
* Regularly (monthly) monitor and review financial performance against approved annual budget and provide feedback on variations as requested;
* Ensure adequate controls are in place to ensure the principles of stewardship are applied to all purchasing decisions made by service delivery staff;
* Identify opportunities for improving the financial performance and sustainability of the program through growth in revenue and/or reduction in expenditure.

**Business Development and Day-to-day Operation:*** Ensure services are delivered across the region in accordance with organisation policies and procedures;
* Ensure all client complaints and worker related incidents are investigated and resolved within the required timeframes and documented through the Riskman system;
* Monitor staff productivity and in consultation with the Community Care Manager (Southern Region) implement continuous improvement;
* Provide direct client services (quoting, service delivery) as needed to ensure program KPI’s are met.

**Staff Leadership and Development:*** Ensure all team members know what is expected and required of them and what their roles entail. Ensure regular feedback is provided to all staff and minimum standards of documented line management records are maintained;
* Ensure all team members are provided with training and development opportunities through the professional development plan, and ensure minimum qualification and competencies levels are maintained and documented for each role;
* Ensure feedback and performance management are undertaken within the team as required and complies with Centacare*CQ* policies and procedures and include the completion of appropriate documentation.

**Governance and Legal Matters:*** Ensure each employee has a workplace that is free from bullying, harassment, discrimination and sexual harassment;
* Ensure the risk Management framework is applied across all business units within the region and risk assessments are completed, documented and stored as required by Centacare*CQ*'s policies and procedures;
* Ensure all workplace health and safety requirements are meet within the region at all times and ensure documentation (incidents) is recorded in Riskman wherever an incident occurs or reasonably could have occurred;
* Ensure the Community Care Manager (Southern Region) and other relevant managers are kept advised accurately and in a timely manner on all performance, risk, human resource, service delivery and other key organisational matters.

**Internal and External Relationships:*** Participate in and represent Centacare*CQ* at community activities and networking opportunities to build awareness of Centacare*CQ* services;
* Ensure Centacare*CQ* is recognised as a reputable and credible provider of services through a practice of good service delivery, a safe working environment and being responsive to consumer feedback;
* Maintain effective relationships with key internal stakeholders including Managers of organisational functions, the Community Care Manager (Southern Region), General Manager Health and Wellbeing Services (Southern Region) and the Director.

**Other Responsibilities*** Participate in regular line management;
* Undertake professional development;
* Comply with Centacare*CQ*’s policies and procedures, as per the Quality System (including current Workplace Health and Safety legislation) and relevant legislation.
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**SIGNATURES**

*Employee Line Manager Date*

**EMPLOYEE ROLE GUIDELINES (KPI)**

*Key Performance Indicators (KPI) must be consistent with the Duties of the Role. The number of KPI will vary with each position.*

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| **KEY PERFORMANCE INDICATOR** | **TARGET** | **ACCEPTABLE** |
| **KPI 1 Mission, Vision & Values** |
| Documented attendance at formation activities each year e.g. Attendance at the Centacare*CQ* Annual Conference  | Documented attendance at formation activities at least once per year | Documented attendance at formation activities at least once per year |
| Annual level of engagement for the team as identified through the November annual Staff Survey | Above 80% level of Engagement and under 5% Disengagement | Above 65% level of Engagement and under 10% Disengagement |

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| **KPI 2 Heading Policy, Planning and Communication** |
| Undertake operational management of service delivery staff including Support Workers and Client Management Staff (Case Management) | Line Management support completed & Documented as outlined in policy and procedure | Line Management support completed most of the time (80% of policy and procedure) & Documented as outlined in policy and procedure |
| Client Satisfaction Surveys register satisfaction with services provided | 95% satisfaction rating for clients surveyed | 85% satisfaction rating for clients surveyed |

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| **KPI 3 Heading Financial and Resource Management and Control** |
| Revenue and Expenditure align to the annual budget and are within acceptable tolerances. | Revenue and expenditure within 5% of budget without explanation and approval | Revenue and expenditure within 10% of budget without explanation and approval |
| Identify and pursue opportunities to increase financial sustainability of the service through the pursuit of additional revenue or reduction in expenses. | Implement measures that improve the financial performance of the service by 10% compared to the previous year | Implement measures that improve the financial performance of the service by 5% compared to the previous year |

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| **KPI 4 Heading Business Development and Day to Day operations** |
| Meet all contractual requirements for services funded within the region | Meet contracted outputs within 2% variance | Meet contracted outputs within 5% variance |
| Ensure all client complaints are recorded within risk man system. Complaints are investigated and closed within 48 hours | 95% of complaints investigated and closed within 2 business Days | 85% of complaints investigated and closed within 2 business Days |

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| **KPI 5 Heading Staff Leadership and Development** |
| All staff are trained to undertake and complete their roles.  | All service delivery staff adequately trained to complete all relevant roles safely and effectively.  | Staff adequately trained to complete their role safely and effectively.  |

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| **KPI 6 Governance & Legal** |
| Annual survey results show low levels of reported bullying, harassment and discrimination.  | 95% of staff report no bullying, harassment and discrimination in the annual staff survey | 90% of staff report no bullying, harassment and discrimination in the annual staff survey |
| Low level of Workcover leave taken by workforce due to workplace injury or incident.  | Less than 2 lost work days (on Workcover) per each FTE of workplace each year | Less than 4 lost work days (on Workcover) per each FTE of workplace each year |

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| **KPI 7 internal and External Relationships** |
| Client promotion and information event/activity held by Service | 2 Events each Quarter | 1 Event each Quarter |