



Where mental wellbeing thrives

Position Description Cluster Manager, Community Businesses

"Where mental wellbeing thrives"

Position Details

Position Title:	Cluster Manager, Community Businesses
Position Level:	Level 8
Industrial Instrument:	Flourish Australia Enterprise Agreement 2018
Employment Type:	5-year closed term contract
Hours of Work:	38-hours per week

Position Summary

A Cluster Manager, Community Businesses is responsible for the active and effective delivery of services for people with a lived experience of a mental health issue within Flourish Australia's community businesses.

Reporting directly to the General Manager, Employment, a Cluster Manager in our Community Business will oversee the development and growth of Flourish Australia's Sydney region based Community Businesses. They will also be responsible for continuous improvement initiatives, and be committed to developing and maintaining partnerships with internal and external stakeholders in the service group. Your combination of experience, expertise and competence attained through previous appointments will be essential to this role.

About Flourish Australia

Our name reflects our fundamental and enduring commitment to people's mental health and wellbeing, supporting them to thrive and live a contributing life.

Vision

Flourish Australia's vision is creating communities where everyone's mental health and wellbeing flourishes.

Mission

Supporting people to flourish, believe in their future and their place in the community.

Values

Flourish Australia values hope, inclusion, partnership, diversity, integrity, respect, trust.

Flourish Australia's community businesses provide vocational support and training within a commercial environment to people with lived experience of mental health issues. They achieve this goal by tailoring meaningful employment activities that support an employee's vocational journey with practical on the job training and a group based learning experience. These vocational activities culminate into achieving the Community Businesses objective of transitioning employees into open employment.

The objectives of our community businesses are to provide a supportive working environment where people can:

- Reconnect gradually with employment and earn an award-based wage;
- Gain or enhance the social skills required to operate successfully as an employee;
- Learn about recovery and how to improve their physical and mental health and wellbeing, and plan their recovery journey with support from a peer worker; and
- Gain useful trade or industrial skills and qualifications relevant to future working opportunities.

Relationships and Authority

Reports to: General Manager, Employment.

Direct reports: Site Managers, Training and Accreditation Officer, Sales Manager, Contracts Manager

Internal: Senior Managers , General Managers Operations

External: Commercial customers, Accreditation and Funding Bodies

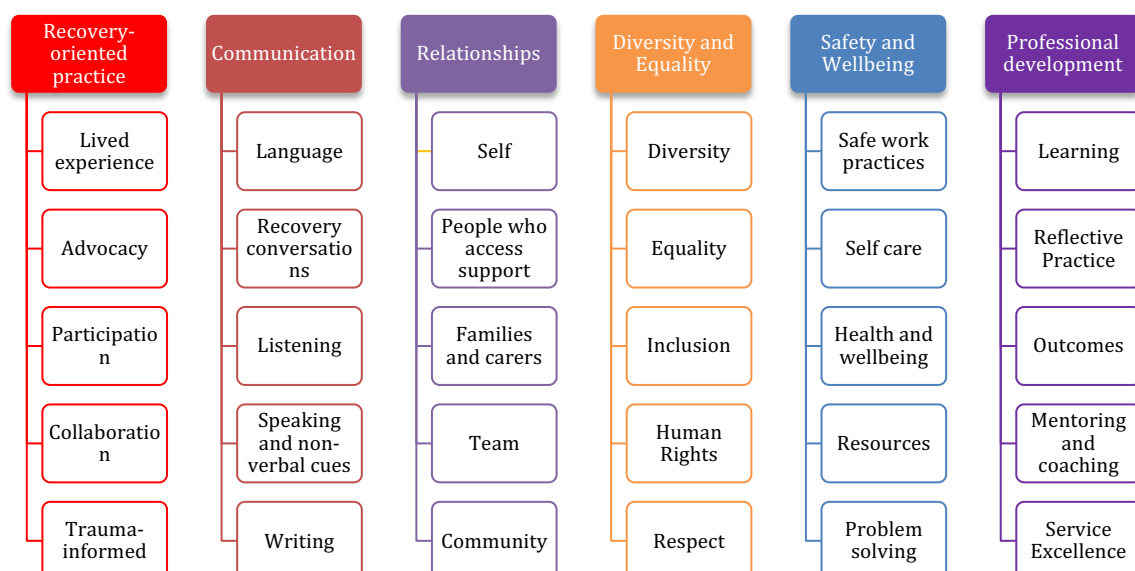
A Cluster Manager, Community Businesses has responsibility for the leadership and management of a group of sites and/or programs within a defined service grouping of significant size, scope and budget.

Organisational Accountabilities

- Abide by and have comprehensive knowledge of all Flourish Australia procedures and policies.
- Actively ensure the health, safety and wellbeing of yourself and others at work in accordance with your delegated authority and in accordance with the Work Health and Safety Act 2011.
- Understand and abide by the Flourish Australia Code of Conduct and Ethics, and maintain a professional level of behaviour and conduct in the workplace at all times.
- Timely adherence to reporting and ensuring all policies and procedures are adhered to.
- Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff.
- Understand and implement effective staff management and personnel practices.
- Be responsible for engaging in discussion about and helping to create and sustain a culture of continuous quality improvement.
- Actively promote a 'no wrong door' approach.
- Provide day-to-day supervision and support of frontline staff and frontline managers.
- Provide overall management and support the recovery of people who access our services, including supported employees.
- Administer rosters and timesheets, as required.
- Develop and grow the service on a strategic level and in accordance with local needs.
- Commit to the detection and prevention of fraud.
- Identify possible organisational risks and adhere to the Risk Management Framework.
- Keeping the General Manager, Employment informed about the community businesses, including resourcing and operating against budget, and alerting senior management to issues as soon as they arise.
- Work to support and promote the vision, mission, and values of Flourish Australia.

Key Capabilities

Flourish Australia's Capability Framework enables staff to develop their career with Flourish Australia. The Capability Framework consists of six core Capability Domains, which are core to the work we do. All Flourish Australia employees are required to work towards gaining the competencies set out in Flourish Australia's Capability Framework (below).



A seventh (7th) domain is provided for position-specific competency.

Position demands/frequency

The following tables provide an overview of some of the common physical and psychosocial demands placed on all employees working in mental health.

Physical demands/frequency

Position demand	Frequency	Comments
Standing	Frequent	Continuous and repetitive throughout the work day.
Sitting	Frequent	Continuous and repetitive throughout the work day.
Crouching	Occasionally	May be required.
Kneeling	Occasionally	May be required.
Stooping	Occasionally	May be required.
Walking	Frequent	Continuous and repetitive throughout the work day.
Stair climbing	Occasionally	May be required (but depends on workplace)
Controls/fine motor skills <ul style="list-style-type: none"> Hand/arm Foot/leg 	Frequent	Essentially, fine motor skills are required to perform activities of driving, operating computers and other IT equipment, general cleaning support, as well as for administrative tasks.
Reaching (overhead)	Frequent	Continuous and repetitive throughout the work day in community business settings.
Driving	Frequent	Driving is a frequent activity performed by the staff in this role.
Lifting and carrying <ul style="list-style-type: none"> 2kg-5kg 5kg-10kg 10kg-15kg >15kg 	Constant Frequent Occasionally Rarely	All lifting and carrying at Flourish Australia needs to be performed by the employee and the chance of delegating to others is small. Other major lifts include shopping, laundry baskets and clothing.

Psychosocial demands/frequency

Position demand	Frequency	Comments
Working with distressed people	Frequent	e.g. episodic or grief situations
Working with people who may have experienced trauma	Frequent	e.g. child abuse, history of violence
Exposure to distressing situations	Occasionally	e.g. self-harm, death
Working with unpredictable or aggressive people	Occasionally	e.g. drug and alcohol induced, episodic situations, visiting people's homes.

Key Tasks and Responsibilities

- Managing, developing and leading service provision and providing leadership in all aspects of the operation of the cluster.
- Managing the fiscal, people and property resources of the service within the scope of the position and under the direction of the General Manager, Employment and the organisation's philosophies.
- Provide a high quality and responsive recovery oriented service that best supports people to achieve their vocational goals.
- Ensuring staff receive the support and supervision according policy.
- Ensuring all staff complete mandatory training and supported employees complete the required induction.
- Provide on time and in scope delivery of contracts/jobs.
- Ensure appropriate work contracts are procured with seamless allocation to appropriate sites for completion.
- Ensure community business sites are adequately prepared to deliver quality results against procured work.
- Ensure Site Managers are involved in, equipped and supported to deliver on contracts/jobs.
- Provide leadership and day-to-day management of the community businesses.
- Ensure appropriate delegation of duties and tasks throughout the Community Businesses.
- Ensure wage assessments are conducted in accordance with funding requirements.
- Ensure commercial contracts, Commonwealth funding contract(s) and NDIS guidelines are adhered to.
- Ensure the appropriate industrial framework is applied throughout the community businesses.
- Establish strong, positive communication with Commonwealth funding and relationship manager(s) to ensure good relationships are maintained and grown
- Manage the process to recruit appropriately trained and skilled staff, including all staff trained in recovery-oriented service provision

- Utilise well-developed professional staff supervisory skills effectively and utilising staff and resources so supported employees receive a quality service.
- Promote active and positive engagement with staff to support their performance, including completing formal and informal meetings, training and development exercises, appraisals and other contact as appropriate.
- Ensure community business sites operate within quality frameworks for ISO, National Standards for Disability Services, and National Standards for Mental Health Services, and NDIS Practice Standards
- Ensure positive, cooperative relationship with General Manager Business Excellence in order to meet quality standards, WH&S standards and best practice business ideals
- Maintain the requirement of all quality assurance certification in the ISO 9001, ISO 4801, and ISO 14001 and various Standards' quality management systems
- Ensuring services are of a high standard and comply with standards of quality practice.

Required Skills and Personal Attributes

- Be proficient with technology and have a workable knowledge of databases.
- Work independently, and as part of a team.
- Be able to think laterally and contribute to a significant degree at high-level meetings.
- Obtain working knowledge of all Flourish Australia programs.
- Think creatively to solve problems.
- Have excellent time management and delegation skills.
- Have excellent report writing skills.
- Apply sound working knowledge of recovery-oriented practice.
- Have excellent interpersonal skills, be non-judgmental, be fair, patient, have willingness to listen, and display empathy.
- Be people focused and be able to work in partnership.
- Value diversity and be respectful at all times.
- Be committed to professional and ethical conduct.
- Be proficient in Microsoft Office Suite, Mac, and ability to fully utilise the client information management system.
- Be committed to the positive vocational outcomes of supported employees.

Key Selection Criteria

"Flourish Australia supports Affirmative Action. If two candidates present with suitability to a role, and one of those people has a lived experience, the person with the lived experience will be the preferred candidate."

Essential:

1. A diploma or degree in the behavioural sciences, employment services or related discipline.
2. A minimum of 5 years' experience in a relevant supervisory role.
3. Demonstrated engagement, collaboration and negotiation skills, with the capability to build and maintain positive working relationships with a range of organisations across multiple sectors.
4. Experience working in a sales and marketing environment.
5. Demonstrated experience delivering financial management and reporting of business activities.
6. Demonstrated experience administering complex policy and commercial business matters, including commercial tendering and procurement.
7. Demonstrated experience in leading the implementation of policies and programs and provide initiative, and have the ability to formulate, implement, monitor and evaluate projects and programs.
8. Demonstrated experience in planning and directing daily production activities and ensuring that operations are efficient, effective and meet the organisation's requirements.
9. Current Australian Driver's Licence.

Desirable:

1. A personal lived experience of a mental health issue.
2. Expert knowledge (or ability to obtain) of relevant legislative and funding contract requirements.
3. Demonstrated understanding of the challenges faced by people with complex mental health issues and how providing a recovery-oriented, trauma informed service is of benefit to people.
4. A First Aid certificate

All appointments with Flourish Australia's Mental Health Services are subject to previous employment reference checks, Working With Children Check, satisfactory Australian residency status, National Criminal Record checks, and other background checks as required by different State legislation (e.g. Working with Disabilities *check* in QLD).

Agreement

I, _____, have read and understand the obligations of a Cluster Manager, Community Businesses with Flourish Australia as outlined in this position description.

I agree to abide by the Flourish Australia Code of Conduct and Ethics, and agree to read, understand, and abide by Flourish Australia's policies and procedures.

Cluster Manager, Community Businesses

Name		
Signature		Date:

Nb: A signed copy of this position description must be returned to Human Resources.