

# Manager – Activity Centre Operations



## integratedliving

We aim to be the leading provider of health services throughout rural, regional, and remote communities of Australia. Our focus is on delivering better health outcomes for many Australians, supporting them to live independent and active lives. We provide a range of health and wellbeing options, such as aged-care and disability support, for individuals and their families.

## Specific Role Details

Position Title	Manager – Activity Centre Operations				
Unit	Operations	Function	Wellness Business	Team	Activity Centre
Unit Purpose	The Operations Unit deliver services that provide better health and wellbeing outcomes, in an efficient and effective manner, to create a signature client experience that is unique to integratedliving.				
Team Purpose	Our Activity Centre teams provide centre-based and Virtual Respite and social services and to support our clients and their carers to achieve better health and wellbeing outcomes consistent with the integratedliving signature experience.				
Position Purpose	<p>Accountable for the development, performance, productivity of the team and the quality of service.</p> <p>Delivers operational or business services through leadership of a team or focus.</p> <p>Leads the team to optimise performance and return on investment by driving improvement, through collaboration across other teams.</p> <p>May include the provision of specialist expertise to the team.</p>				
Location	Centre or home based subject to operational requirements		Reports to (position)	Head of Wellness Business	
integratedliving Job Family	People Leader		integratedliving Pay Range or Pay Grade	Pay Range D	

## Accountabilities shared by all integratedliving People Leader positions

Support Values, Purpose & Strategy	Actively build the teams connection to integratedliving's purpose and values by role modelling, reinforcing, and leading the embedding of integratedliving values both within the team and broader organisation.
Lead the delivery of Services and Plans	<p>Focus on planning, measurement, evaluation and delivering continuous improvement to lead the delivery of the operational, work, and strategic plans</p> <p>Lead the development of Strategic and/or Operational plans, by drawing upon experience and expertise to inform discussion and make recommendations</p>
Continuous improvement	Identify opportunities, make recommendations, and implement improvements to processes, systems and work practices, and alignment to integratedliving policy and procedure.



<b>Deliver improvement, quality, compliance &amp; a safe workplace</b>	<p>Drive team and individual accountability for adherence to integratedliving, policies and processes and relevant external quality, safety and governance frameworks and regulations.</p> <p>Implement processes to facilitate continuous improvement, compliance, and alignment to integratedliving policy and procedure.</p> <p>Act as a role model for safety and wellbeing across the organisation.</p> <p>Drive the provision of a safe and respectful workplace.</p>
------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

<b>Accountabilities</b>	
<b>Set direction</b>	Provides leadership and guidance to team members through communicating the business plan and strategy.
<b>Manage recruitment &amp; talent</b>	<p>Manage the allocation of human resources within the team (matching skills, and experience and work priorities) to meet business plan objectives, whilst maximising productivity and managing day-to-day work requirements.</p> <p>Determine recruitment requirements within establishment and participate in the identification and selection of candidates for positions.</p>
<b>Coach &amp; develop</b>	<p>Manage individual and team performance and development utilising the integratedliving performance review process and through implementing approaches for addressing performance short falls and managing improved performance.</p> <p>Utilise the Capability Framework to identify development opportunities and to build and implement development plans.</p> <p>Create opportunities to develop team and individual capability.</p> <p>May utilise expertise of self or other team members to support coaching of individual development.</p>
<b>Build organisational capability</b>	<p>Provide service through administration and application of policies and procedures within a specialised area.</p> <p>Build capability of others to understand and apply policy through effective communication, coaching and collaboration.</p>
<b>Lead achievement of plans and operational outcomes</b>	<p>Lead, coach and organise the team to deliver services and operational outcomes ensuring high levels of efficient, effective, person-centred outcomes.</p> <p>Implement the teams workplan, monitor team's progress, quality of implementation and use of resources and identify and address barriers to team performance.</p>
<b>Provide advice &amp; expertise</b>	<p>Use specialist knowledge to provide direction, advice, problem solving, manage queries and issues through to resolution, at a specialist level, relevant to the function.</p> <p>Influence acceptance of advice or expertise through the presentation of data driven evidence, analysis, and recommendations.</p> <p>Provide subject matter expertise to others to assist in problem resolution.</p>
<b>Business solutions &amp; issue resolution</b>	<p>Utilise team's research &amp; analysis to identify opportunities and recommend changes to existing systems, policies, and procedures, to deal with issues and anomalies, improve team efficiency or service delivery and input to divisional business plan.</p> <p>Scope planned change and co-ordinate implementation with team, or business area.</p> <p>Support the team through the management of complex problems and issues making recommendations for dealing with issues outside of policy and precedence.</p>



<b>Lead analysis and research</b>	<p>Utilise analysis and research to support others through issue resolution, to identify opportunities for improvement or decision making or to inform team</p> <p>Direct teams research and analysis, within the area of specialisation, to build recommendations and to monitor performance of business or change project.</p>
<b>Financials</b>	<p>Ensure costs are managed within agreed People budget parameters, including salary and annual leave costs.</p> <p>Ensures operational KPIs at the team and individual level to deliver on budget.</p>
<b>Quality, Risk &amp; Compliance Management</b>	<p>Ensure organisational policies and procedures are implemented by the team, including facilitating communication and interpretation, implementation, and compliance.</p> <p>Monitor data integrity and adherence to internal procedures, systems, and audit requirements, both in own work and that of the team.</p> <p>Identify non-compliance and risk to the organisation through knowledge of teamwork practices.</p> <p>Ensure team members have a clear understanding of compliance expectations and requirements.</p> <p>Hold individuals accountable for meeting compliance requirements.</p>
<b>Accountabilities</b>	
<b>Person-centred</b>	Promote, model and embed a client focused culture and person-centred care philosophy to create a signature client experience that is unique to integratedliving.
<b>Business Development</b>	Pursue targeted opportunities with other organisations for business development and growth.
<b>Seamless service delivery</b>	Collaborate with other teams in Operations and rest of business to ensure clients receive seamless and timely service and resolution of issues.
<b>Financial</b>	<p>Accountable for centre-based profit and loss, at a centre and national level.</p> <p>Responsible for all centre-based Activity Centre CHSP Outputs.</p>
<b>Process Development</b>	Responsible for operational process and procedure development in consultation with the leadership team.
<p>The accountabilities stated reflect the primary functions of this position and should not be construed as an exhaustive list of duties. Accountabilities may vary or be amended from time to time without changing the position</p>	



## Delegations

Delegations for position are outlined in the integratedliving Delegation's Policy.

## Key Position Relationships

Internal	Operational Functions & Teams	Senior Leadership Team
	Corporate Services	Quality & Governance
	People Unit	Strategy & Impact
External	Suppliers & Brokerage agencies	Consultants
	Government agencies	Contractors

## Qualifications, Demonstrated Success Factors, Capabilities & Credentials

Qualifications & Experience	Degree qualification in a health/life science, marketing, business development or relevant management experience in the sector.
Demonstrated Success Factors	Success at leading improvement outcomes in both workforce management and customer service.
	Leadership of diverse teams, including proven capability to motivate, develop and manage performance.
	Experience in health promotion and wellness-based products and services.
Capabilities	<b>Lead a Team:</b> I lead a team by setting direction, building a shared understanding, providing guidance, removing obstacles and barriers, managing performance and development.
	<b>Person Centred:</b> I seek to hold people at the centre of my thinking and action, to consistently strive for sustainable outcomes that create value and enable our clients.
	<b>Take Action:</b> I take action to deliver outcomes, improve productivity, efficiency and create value, systematically seeking evidence to inform decisions and evaluate alternative courses of action.
Credentials	Satisfactory Police Check
	Current First Aid Certificate & CPR

