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Unit Manager - Social Support Services

Position Description

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| **Position number:** | 437 |
| **Classification:** | Band 8 |
| **Award / LWAA:** | Moreland City Council Enterprise Agreement |
| **Department / Branch** | Community Development / Aged and Community Support Branch |
| **Unit:** | Social Support |
| **Reports to:** | Manager Aged and Community Support / Municipal Recovery Manager |
| **Supervises:** | Social Support Unit: Quality Management Coordinator, Administration Officer Data Systems, Team Leader Food Services Delivery, Social Support Coordinator, Activities Program Coordinator and Coordinator Community Transport. |
| **Approved by:** | Manager Aged & Community Support |
| **Organisational values:** | |
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# Position objectives

The position of Unit Manager Social Support Services aims to provide exemplary leadership to the Social Support Services Unit to ensure provision of high quality services to the Moreland community.

The position is required to:

* Drive continuous improvement in the policies, practices and service delivery provided by the unit.
* Manage the operations of the Social Support Service Unit ensuring best value services for clients and community, in line with Council’s service standards and within funding and contract agreements, as relevant.
* Ensure the achievement of relevant corporate unit and branch budget and service goals.
* Provide strategic direction and leadership to the Social Support Services Unit and across the Aged and Community Support branch, in partnership with the leadership team, to support culture change and meet the needs of the community.
* To effectively and efficiently lead Council’s Social Support Services Unit, including Community Transport, Meal Production and Delivery, Senior Citizens, Planned Activity Groups, and other health and well-being initiatives for Seniors.

Key responsibility areas

1. Provide effective leadership, direction, support and communication to the Social Support Services Unit to ensure high quality service provision for the community.
2. In line with Human Resources policy, take responsibility for recruitment, performance management, training and staff development.
3. Develop and maintain effective partnerships with external organisations and service providers.
4. Develop program planning and evaluation frameworks that include mechanisms for staff and client engagement.
5. Provide timely and detailed financial advice to the Manager Aged and Community Support in relation to the Unit’s budget.
6. Ensure that all functions, policies, procedures and responsibilities are carried out in accordance with the relevant Council policies, contract arrangements and the Aged Care Standards and funding guidelines for both the Commonwealth Home Support Program (CHSP) and the Home and Community Care Program for Younger People HACC-PYP).
7. Ensure compliance with all relevant legislation including but not limited to the Food Safety Victoria Act, Bus Safety Victoria Act, and an appropriate quality framework.
8. Develop and maintain performance monitoring and risk management systems and internal and external reporting systems.
9. Oversee the preparation of Council reports on Social Support matters.
10. Participate in relief and recovery emergency management activities to support the Aged and Community Support Managers role as Municipal Recovery Manager.
11. Actively participate in external Aged and Disability network groups and encourage a Unit culture of professional liaison with peers and external agencies to maintain professional competence and to ensure Council’s interests are maintained and promoted.
12. Provide effective leadership to ensure a focus on person centred approaches, wellness and reablement, and goal directed service provision.
13. Provide effective leadership that fosters innovation, and continuous improvement in the delivery services to meet community need.
14. Develop systems and accountability measures to ensure services delivered meet funding and service agreement expectations eg service provision targets, KPIs, budget.
15. Work effectively with other units and lead Social Support Services Unit to ensure consistency of practice and implementation of relevant policies and guidelines.

# Leadership competencies and accountabilities

## Competencies:

* **Community and Customer First:** Building strong customer relationships and delivering community / customer-centric solutions.
* **Ensures Accountability:** Holding self and others accountable to meet commitments.
* **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
* **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.
* **Drives results:** Consistently achieving results, even under tough circumstances.
* **Plans & Aligns:** Planning and prioritising work to meet commitments aligned with organisational goals.

## Accountabilities:

* Foster an ethical culture and behave ethically.
* Champion customer-centric behaviours and community engagement which puts the community at the heart.
* Champion environmental sustainability and include environmental objectives and targets into projects and programs.
* Promote inclusion, diversity and equity in the workplace.
* Implement and maintain health and safety requirements, promote a culture of safety, and demonstrate effective leadership on workplace health and safety.
* Promote cross-team and cross-organisation collaboration.
* Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
* Implement and maintain continuous improvement.

## Other duties:

* Required to undertake other duties as directed.

# Organisational relationships

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| **Internal Relationships** | The Executive; Senior Leadership Team (SMT); Aged and Community Support branch, other council officers and departments. |
| **External Relationships** | Residents, clients and family members, Service providers, Community groups, Quality auditors and other Councils. |

# Job Characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 8 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 8, Clause 8).

1. **Accountability and Extent of Authority**

* Unit Managers are supported to make all decisions in relation to their area by the Branch Manager in accordance with Council’s policies and procedures, Council authorisations and the instrument of sub delegations from the Chief Executive Officer.
* Freedom to act is governed by Funding and Service Agreements, Council policies, budgets adopted by Council, relevant Acts and professional standards. Broad goals, linked to policies and budgets and informed by agreements, relevant Acts and standards, will be reviewed periodically to ensure conformity and appropriate reporting.
* The incumbent has authority to provide, develop and interpret policy and provide information and technical advice to the Social Support Services Unit and Manager Aged and community Support.
* The advice and counsel provided by this position is relied upon for guidance and part-justification for adopting policies, the impact of which may be substantial upon the organisation and/or the community.
* Accountable for the timely, efficient and well-specified management of projects.

1. **Judgement and Decision Making:**

* Methods, procedures and processes are less well-defined and employees are expected to contribute to their development and adaptation. Duties typically require the identification and analysis of an unspecified range of options before a choice can be made.
* Judgement is exercised within the framework of operational and budgetary guidelines and the provisions of relevant Acts, regulations, Codes and Council policies and procedures.
* Decisions are governed by organisational goals and policies, statute and subordinate legislation. Significant decisions will be made in conjunction with the Manager Aged & Community Support
* Problem solving and policy development occurs in the context of identification and analysis of a broad range of options, with the identification and development of policy and procedural options for the consideration and endorsement of management.

1. **Specialist Knowledge and Skills:**

* Understanding of the legislative, statutory, policy and program requirements relevant to the provision of Social Support services.
* A sound knowledge of budgeting and relevant accounting and financial procedures with the ability to manage a complete program budget.
* Detailed knowledge of contract management, Commonwealth Home Support program, HACC-PYP and the underlying principles of their application and an ability to apply legislative provisions, where appropriate, to solve problems.
* Understanding of the impacts of ageing, disability, migration and culture on individuals and families, and the significant elements necessary to deliver a high-quality service response to need.
* Ability to assist the Social Support services team to understand the legislative, statutory, policy and program requirements relevant to the provision of CHSP, HACC PYP and contract service.
* Experience in tender specification formulation, tender response bids, and contract management.
* Sound understanding of legal and risk management requirements associated with the management of the Unit and wider Department.
* An understanding of the long-term goals of the wider organisation, of its values and aspirations, and of the legal and socio-economic and political context within which it operates.
* A high level of computer literacy.

1. **Management Skills:**

* Ability to manage time, plan and organise one’s own work to achieve objectives and goals in an environment of conflicting demands and changing priorities, taking account of organisational and external constraints and opportunities.
* Capacity to delegate, manage time, plan, organise and set priorities for the work of other employees to achieve defined objectives.
* Ability to proactively lead, motivate and inspire staff to work collaboratively, focused on and committed to organisational goals and objectives.
* Experience in Aged and Disability team leadership within a Local Government context.
* Provide strategic direction and drive change, whilst ensuring continuing delivery of service through the ongoing development of a culture of continuous improvement, innovation, inclusion and collaboration.
* Ability to negotiate solutions to complex problems, manage relationships with key stakeholders and to influence other staff to obtain co-operation.
* An ability to implement personnel policies and practices including those related to awards, equal employment opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employee development schemes. There is also an expectation to contribute to long term staffing strategies.

1. **Interpersonal Skills:**

* Highly developed interpersonal skills with the proven capability to lead, influence and persuade for outcomes to be delivered in an environment of competing demands.
* Excellent written communication skills, including the ability to write clear, concise well-structured reports that facilitate the ability for decision making aimed at improving organisational performance.
* Well-developed relationship building, consultation and engagement skills with the ability to gain co-operation and communicate effectively with people from diverse backgrounds and cultures and across diverse and multi-faceted business units.
* Ability to work effectively and make decisions under pressure.
* Ability to disseminate technical requirements and decision making to stakeholders commensurate with their level of knowledge and experience.
* Ability to prepare correspondence, Council and management reports and funding submissions, on behalf of Council.
* Ability to network with peers within the local government sector and key stakeholders within the Aged and Disability context, so as to remain abreast of best industry practice.

1. **Qualifications and Experience:**

* A tertiary qualification in a health, welfare, management or related field. Postgraduate qualifications in management/leadership would be advantageous
* Demonstrated experience, knowledge and understanding of the CHSP and HACC PYP program in a Local Government or similar context.
* Demonstrated experience and knowledge in tender processes and contract management.
* Demonstrated ability to think strategically and on an operational level and integrate with branch strategies and individual client outcomes.
* Experience in working within quality improvement frameworks and meeting quality standards.
* Experience in working with client management systems and information technology to manage client outcomes.
* Demonstrated experience in developing and implementing continuous improvement frameworks and systems within a community services context.

# Task analysis

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

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| **Condition/Activity** | **Constant** | **Frequent** | **Occasional** |
| Performing clerical duties | **✓** |  |  |
| Working on a keyboard | **✓** |  |  |
| Driving cars and/or trucks |  |  | **✓** |
| Manual handling weights  - above 10kgs  - below 10kgs |  |  | **✓**  **✓** |
| Repetitive manual work |  |  | **✓** |
| Repetitive bending/twisting |  |  | **✓** |
| Working with arms above head |  |  | **✓** |
| Washing hands with soap (hygiene) |  |  | **✓** |
| Working in chillers (+4 degrees C) |  |  | **✓** |

# Key selection criteria

* A tertiary qualification in a health, welfare, management or related field. Postgraduate qualifications in management/leadership would be advantageous.
* Demonstrated experience, knowledge and understanding of the CHSP and HACC PYP program in a Local Government or similar context.
* Significant relevant experience in the operational management of community care /aged services, including financial, information systems, human resource, contract management and service delivery management.
* Demonstrated experience in developing and implementing continuous improvement frameworks and systems within a community services context.
* Ability to proactively lead and inspire staff to work collaboratively, focused on and committed to organisational goals and objectives
* Highly developed verbal and written communication skills with an ability to prepare correspondence, Council and management reports and funding submissions, on behalf of Council.