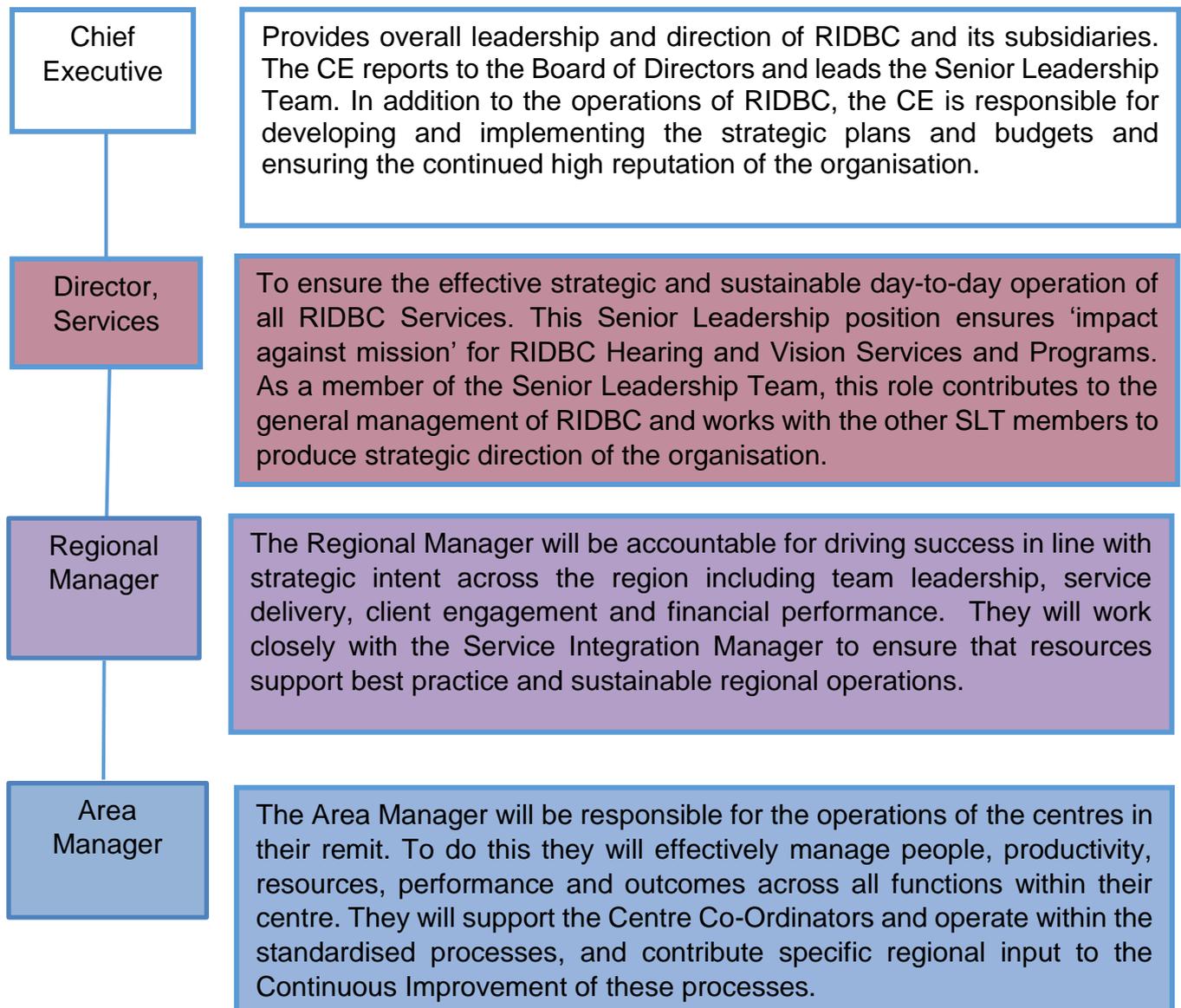


## YOUR PURPOSE – AREA MANAGER

### Organisational Relationships

It is important that you understand your role in the organisation, who you report to and who reports to you. This will assist in providing you with clarity around defining teams, reporting lines and responsibilities.



## Purpose Statement – AREA MANAGER

Ensure that best practice is delivered across services within viable and sustainable practices. To manage Centres within the area within proven business methodology to support standardised provision of processes and service across the sites.

## Accountabilities - AREA MANAGER

To Client	<ul style="list-style-type: none"><li>• Ensure that the client is the first consideration in any decision or action</li><li>• Provide professional and quality services to every client</li><li>• Be respectful and inclusive of all clients &amp; families</li></ul>
To RIDBC	<ul style="list-style-type: none"><li>• Ensure that you represent RIDBC internally &amp; externally in a positive and productive way</li><li>• Comply to all RIDBC policies and procedures</li><li>• Commit to contributing to RIDBC achieving its mission through adherence to its values</li></ul>
To those you report to	<ul style="list-style-type: none"><li>• Ensure that you comply with all reasonable direction with the intention of achieving our required outcomes</li><li>• Contribute to an effective and positive relationship between yourself and your manager</li><li>• Report on matters in your scope as required and in a timely manner</li></ul>
To those you manage	<ul style="list-style-type: none"><li>• Ensure that you provide appropriate support and direction to those whom you manage</li><li>• Contribute to an effective and positive relationship through clear expectations and communications</li><li>• Measure team and individual achievements to review performance and improve outcomes.</li></ul>
To those you work with	<ul style="list-style-type: none"><li>• Ensure that you collaborate productively with colleagues to achieve outcomes</li><li>• Contribute to an effective and positive relationship between yourself and your colleagues</li><li>• Contribute to effective communication, knowledge sharing and feedback processes with your team</li></ul>

**Responsibilities – AREA MANAGER**



<p>RIDBC's mission is to provide quality &amp; innovative services to achieve the best outcomes for current and future generations of Australians with vision or hearing loss</p>	<p>Defining the important role that you will play in achieving the mission of RIDBC. Providing you clarity as to what is expected of you in this role in terms of actions</p>	<p>Determining the effectiveness of your actions through measurement of results and outcomes</p>
 <p><b>REACHING MORE PEOPLE</b></p>	<ul style="list-style-type: none"> <li>• Manage &amp; resource your team to ensure service aligns with strategic intent</li> <li>• Identify local opportunities to enhance RIDBC brand communicating these to the Regional Manager</li> <li>• Collaborate and drive initiatives to implement in the area for leveraging local opportunities</li> <li>• Develop strategy &amp; processes for achieving growth of client numbers</li> <li>• Support and expect Centre Co-Ordinators to achieve growth of client numbers and subsequent client satisfaction</li> <li>• Implement organisational and area based processes and systems</li> <li>• Determine best method of providing access to RIDBC services in the local community and communicate through the appropriate channels</li> </ul>	<ul style="list-style-type: none"> <li>• Contribute to a cohesive team of professionals to ensure knowledge and processes are integrated effectively.</li> <li>• Contribute regional and area specific information to the team of enablers and SMEs to convert local opportunities to clients or partnerships.</li> <li>• Manage systems to ensure that client numbers are tracked and data is used for client generation plans.</li> <li>• Work with Regional Manager and SMEs to co-ordinate training of Centre teams including professional development and mentoring</li> <li>• Report to the Regional Manager as required.</li> </ul>



## DELIVERING BEST PRACTICE

- Present and model leadership attributes that are consistent with agreed RIDBC strategy.
- Accountable for driving success in line with strategic intent across the area including team leadership, service delivery and client engagement.
- In conjunction with Centre Co-ordinators, pilot, adopt, develop and implement innovative service models which lead to business improvement in service delivery while ensuring high quality outcomes
- Ensure all new and existing initiatives are supported by evidence, operationally viable processes, and business targets
- Establish Area and Centre goals and systems to track achievement of outcomes
- Ensure systems are in place for the identification of professional development opportunities for SMEs and Renwick to collaborate on solutions accordingly
- Support Centre Co-Ordinators in people management and professional development matters with P&C
- Problem solve performance issues in consultation with Centre Co-Ordinators and employees
- Review of organisational work practices and structure to ensure adherence to the principles of the Professional Code of Conduct and Service
- Conduct consistent reviews of performance and outcomes with employees across the area.
- Collaborate with Regional Manager to enhance service delivery across all the region.
- Collaborate with other Area Managers to co-ordinate sharing of experiences and knowledge for continuous improvement.
- Implement and monitor processes and systems that support best practice service delivery.
- Operate within an effective communication system that enables the knowledge and evidence from Renwick is utilised in service delivery.
- Develop & monitor PD & mentoring program for employees.
- Ensure policies and procedures are communicated to centres and complied with by all employees at all times. Support Centre Co-Ordinators with issues of non-compliance.
- Ensure local area content is communicated into the development of processes.
- Inform Service Integration Manager and Director of Services on all state or

	<p>Delivery Quality Practice Standards.</p> <ul style="list-style-type: none"> <li>• Contribute to and implement the Continuous Improvement strategy across the area.</li> <li>• Establish a robust communication system that ensures collaboration and knowledge sharing is expected across all services.</li> <li>• Work closely with other area managers and the Regional Manager to cultivate cohesion and drive all actions towards the strategic intent.</li> <li>• Deliver consistent and clear guidelines to ensure the team that report to you understand what is expected of them</li> <li>• Model a collaborative approach to work to those who report to you, ensuring and expecting equity and fairness in all working relationships.</li> <li>• Ensure an understanding of policies and procedures throughout services.</li> <li>• Work within agreed decision making, prioritisation and approval processes to ensure fairness and equity across services.</li> </ul>	<p>local legislation that needs to be considered in decisions and actions.</p> <ul style="list-style-type: none"> <li>• Ensure centres operate within state or regional or area requirements.</li> </ul>
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 <p><b>SECURING OUR FUTURE</b></p>	<ul style="list-style-type: none"> <li>• Participate in developing the budget for the area</li> <li>• Manage the approved budget for the area, including headcount and expenses</li> <li>• Analyse reports on utilisation, NDIS and Medicare and implement</li> </ul>	<ul style="list-style-type: none"> <li>• Coordinate and liaise with Centre Co-ordinators to support day to day operations across all sites in the region</li> <li>• Develop processes with the Regional Manager to implement</li> </ul>
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	<p>processes to respond to data.</p> <ul style="list-style-type: none"> <li>• Manage appointments in the system to ensure closing and payment.</li> <li>• Report to the Regional Manager and Finance Business Partner on income and expenses.</li> <li>• Ensure responsible assignment of resources and continued improvement of supporting systems</li> <li>• Collaborate with Regional Managers to ensure effective caseload management</li> <li>• Participate in ensuring that risk is managed across all sites and that any TPV and other legislative requirements are met</li> <li>• Support Centre Co-Ordinators grow client numbers at each centre</li> <li>• Contribute to development and implementation of Continuous Improvement Plan</li> <li>• Participate in audit processes as relevant</li> </ul>	<p>so as to determine appropriate resource allocation within the area.</p> <ul style="list-style-type: none"> <li>• Collaborate with Finance on sustainability measures and ensure these are considered and integrated into all decisions and plans within the area.</li> <li>• Measure and track individual and team performance.</li> <li>• Manage poor performance.</li> <li>• Coordinate working parties &amp; enabler input on grant applications and government initiatives</li> <li>• Collaborate with enablers to ensure new regional or local opportunities are responded to in an agreed way, in terms of actions and timeframes.</li> </ul>
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**RIDBC Values – The RIDBC Way**

**The values determine how we treat our clients, the organisation, our Managers, colleagues and teams**

**RIDBC expects everyone who represents the organisation to incorporate the RIDBC values into every decision, interaction and action**

**Integrity**

**Our actions match our words**

**Empowerment**

**Owning my experience**

**Community**

**Connected, not isolated**

**Respect**

**We all matter**

**Courage**

**Go beyond fear**

**Communication**

**Exchange with purpose**



I, \_\_\_\_\_, have read and understood my Purpose, Accountabilities and Responsibilities as **AREA MANAGER**.

I undertake to fulfil the requirements of My Purpose.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Director, Services

\_\_\_\_\_  
Date