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| **POSITION DESCRIPTION** | |
| **Position Title:** | Service Manager, Children & Families |
| **Service/Facility/Department:** | Children & Families |
| **Direct Reports:** | Coordinators and all employees and volunteers at the Service |
| **Key Relationships:** | **Internal:** Anglicare Directors, Group Managers, Business Performance Team, members of the Anglicare Leadership Team, other Service Managers, Corporate Services, Anglican Parishes. |
| **External:** Government departments, agencies, other regulatory bodies, service providers, Anglicare Australia and other network groups, clients and their family members |

**Position Statement / Overall Purpose**

The overall purpose of the Service Manager within Anglicare Southern Queensland (Anglicare) is to oversee the operations of the Service ensuring the Anglicare strategic plan is enacted.

The Service Manager will work with the Group Manager to provide leadership and support to the Service in the areas of service delivery, client centred culture development, management of human resources, business performance and financial management, quality care governance, contractual compliance and risk management.

The Service Manager will work with the Group Manager and other Service Managers within Children & Families or other areas of Anglicare to ensure cross-referral of client care, partnering with Parishes and promoting relationships with stakeholders, such as funding bodies, and network groups.

The Service Manager will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current Blue Card
* Current Licensed Care Service (LCS)
* Current Queensland Driver Licence
* Undergraduate degree in health, human services or related field.
* Post-graduate qualification in one of the above areas or working towards (desired).
* Qualifications and demonstrated experience in business management (desired).
* Relevant operational and management experience within the community, human services or health sectors

**Key Selection Criteria**

* Demonstrated ability to lead and develop a client centred Service that results in exceptional quality outcomes for clients, families and significant others
* Demonstrated ability to implement effective management tools supporting service delivery and improvements (e.g. budgeting, controls, processes, policies and systems)
* Demonstrated experience managing the financial performance and sustainability of a community, human services or healthcare service
* Excellent written and verbal communication skills
* Demonstrated ability to build effective and collaborative relationships with community partners and stakeholders
* Demonstrated experience in managing and mitigating risk
* Demonstrated leadership capabilities including influencing positive change management
* Business development skills demonstrating an ability to proactively grow a Service in line with an organisational strategic plan
* Passionate about Anglicare’s vision, mission and values and the work of the Anglican Church and ability to promote the same

**Key Accountabilities and Responsibilities**

1. **Accountability: Leadership**

***Provide strategic and operational leadership to the Service.***

**Responsibilities:**

* Ensure that the Service operates consistently and ethically within the mission and values of Anglicare and is united with the direction of the Anglican Church.
* Provide effective leadership by role modeling a management style which empowers staff, and facilitates the development of a cohesive team.
* Lead, coach, develop, recruit and retain high performance team members with an emphasis on developing and inspiring a positive client focused culture within the Service.
* Embed a culture of embracing innovative change.
* Build strong relationships with local Parishes.
* In collaboration with the Regional or Group Manager, Directors and Practice Leads maintain excellent relationships with all stakeholders including clients and funders to ensure Anglicare’s strong reputation in the sector as a provider of choice.

1. **Accountability: Strategy**

***As part of the senior management team actively contribute to the strategic planning process.***

**Responsibilities:**

* Be actively involved in the strategic planning process including bringing forward innovative ideas and challenging existing practices to achieve best practice and evidence based outcomes.
* In collaboration with the Group Manager report on performance against the strategic plan and take corrective action to respond to trends.
* Ensure all staff members understand the organisational direction and how they contribute to the achievement of the strategic intents.
* Be responsive to changes and innovation within the industry. Grow the business in line with the strategic plan and the vision of the Anglican Church and the Diocese.

1. **Accountability: Operations**

***Oversee the management of the operations of the Service.***

**Responsibilities:**

* Lead the resolution of complaints and investigation of incidents for the Service, in accordance with Anglicare policies and processes.
* Identify opportunities for the Service to leverage cross-program strengths to take advantage of new opportunities and/or to address organisational challenges within the Regional area.
* Ensure that we seek feedback from our clients and staff and be responsive to this.
* Partner with the Group Manager and the Mission team in relation to social justice and advocacy and in forming parish partnerships.
* Ensure healthy and safe work environments exist within the Service in accordance with legislative requirements and risk management standards and policies.
* In collaboration with the Group Manager, Director Governance, Risk & Quality and Director, Organisational Development:
* Develop a workforce plan ensuring current and future needs are identified and aligned with the strategic direction;
* Ensure learning and development opportunities for staff to expand their capacity to deliver safe and competent practice;
* Influence and contribute to the workforce retention strategy;
* Ensure staff performance is managed and reviewed; and
* Facilitate and model a positive culture that values and respects our staff.
* In collaboration with the Group Manager and the Services and Business Strategy & Transformation teams:
* Identify new opportunities and funding initiatives that align with the Anglicare Strategic plan and decision-making framework.
* Review existing services with a view to ensuring the organisation remains refreshed and contemporary.
* Contribute to business development of the Service by participating in the funding submission and application processes.
* Participate in property modeling discussions as required for the Service
* Contribute to the client systems development and implementation of technology as required and relevant to the Service.

1. **Accountability: Risk Management**

***In collaboration with the Group Manager and the Governance, Risk & Quality team, implement the risk management framework.***

**Responsibilities:**

* Participate in implementing the risk management framework across the organisation.
* Inform the risk management framework from the knowledge at the Service.
* Ensure compliance is achieved with funding, legislative and organisational requirements.
* Notify the Group Manager on risk and compliance matters and incidents (outside of acceptable risk appetite and or of a critical nature) that are required to be reported.
* Ensure risk mitigation strategies are identified, implemented and monitored.
* Contribute to the creation of a culture that identifies risk and manages it appropriately.

1. **Other Duties and Requirements**

* Ensure outcomes from organisational reviews and initiatives are implemented to enhance services, and that action plans are implemented and reported on.
* Participate in relevant organisational committees and internal practice networks as required.
* Actively pursue, promote and maintain positive interpersonal relationships with Anglicare staff and agencies and persons associated with client care.
* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment.
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times.
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manger or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities.
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures.
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.