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| **POSITION DESCRIPTION** | |
| **Position Title:** | Service Manager, Community Aged & Disability |
| **Service/Facility/Department:** | Community Aged & Disability  Home Maintenance & Modifications |
| **Direct Reports:** | Coordinators (Administration, Clinical and Non Clinical) |
| **Key Relationships:** | **Internal:** Services Managers / Service Managers across Anglicare; Business Performance Team; Anglicare Leadership Team; Shared Services; Schools and Parishes |
| **External:** Care providers, funding bodies, community groups, government departments, hospitals and agencies, referrers and the community; other regulatory bodies; subcontractors |

**Position Statement / Overall Purpose**

The overall purpose of the Service Manager, (Community Aged & Disability / Home Maintenance & Modifications) is to oversee the operations of the service area and for the overall management of service performance and outcomes.

The Service Manager will have responsibility for managing the Coordinators of client support and services, care services and multidisciplinary clinical teams, as appropriate to their Service.

The Community Services will work in accordance with the values of 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 National Police Certificate
* Current Blue Card with Yellow Card exemption
* Current Queensland Driver Licence
* The ability to meet the requirements of a Key Personnel Check for the purposes of the Aged Care Act (1997).
* Bachelor degree in health, human services or a related field.
* A post-graduate qualification in one of the above areas (desired, or working towards)
* Ability and willingness to travel with the service region

**Key Selection Criteria**

* Extensive experience managing the operations of a designated area in accordance with legislation, relevant standards, funding contracts and internal policy
* Demonstrated ability to deliver quality service to clients utilising a person-centered approach
* Experience developing an operating budget and managing operations within budget
* Recruiting, motivating and leading a team that supports the culture, values, and business objectives
* Managing relationships with external agencies and liaising as appropriate to ensure program delivery for clients
* Demonstrated ability to develop and grow business and offer increased choice for clients
* Demonstrated experience in change management and building of a strong success oriented and empowered multidisciplinary culture
* Highly developed organisational and time management skills, and the ability to manage simultaneously a range of issues and competing priorities effectively
* Previous experience in Business Management is well regarded / desired

**Key Accountabilities and Responsibilities**

1. **Accountability: Values-based leadership**

***Provide strategic and operational leadership and management to a large group of services, role modelling the values of the organisation within a complex multidisciplinary environment.***

**Responsibilities:**

* Lead, coach, develop, recruit and retain high performing Coordinators and provide leadership and support to Coordinators by role modelling a participative and consultative management style.
* Ensure Coordinators understand Anglicare SQ’s strategic direction and how they contribute to the achievement of the strategic intents.
* Create and lead a service culture that is customer-centric, quality focused and innovative.
* Lead by example as a mentor and positive role model to all team members.
* Conduct and participate in professional support and supervision meetings.

1. **Accountability: Quality Client Services**

***Ensure a holistic and customer-centric approach to client service.***

**Responsibilities:**

* Oversee quality of services to ensure they meet clients’ service needs and outcomes.
* Oversee management of quality care governance and quality system compliance.
* Oversee client engagement surveys and feedback, and manage client complaints when escalated.
* Identify new opportunities and actively seek opportunities to grow services and funding in line with the strategic plan.
* Contribute to the processes and systems improvements, making and oversee changes where necessary.
* Contribute to business development across service area by participating in the funding submission and application processes.
* Engage with parishes and schools to enhance and develop client and service outcomes when an opportunity is presented.

1. **Accountability: Operational & Financial Management**

***Manage resources efficiently and effectively.***

**Responsibilities:**

* Oversee operational service delivery and resources management.
* Contribute to strategic direction and planning processes and participate in the development, implementation, monitoring and review of operational plans.
* Ensure all funded and client package programs are utilised and sustained at their optimum levels at all times.
* Contribute and participate in the development and implementation of operational budgets, reporting and other financial monitoring activities
* Ensure that services operate consistently and ethically within the mission and values of Anglicare.

1. **Accountability: Work Health & Safety**

***Implement, monitor and promote safe work practices which comply with workplace health and safety legislation.***

**Responsibilities:**

* Ensure a safe working environment in the workplace (both client’s homes, whilst travelling and in any Anglicare office), always complying with workplace health and safety requirements.
* Ensure potential incidents and identified hazards are managed and mitigated.

1. **Other Duties and Requirements**

* 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 manager 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.