

## Position Description

General Details			
<b>Title:</b>	Service Manager, Community Services	<b>Classification:</b>	Team Leader
<b>Reports to:</b>	Senior Manager, Community Services	<b>Industrial:</b>	UC Team Manager
<b>Program/Unit:</b>	Community Services	<b>Location:</b>	

### Role Purpose

The Service Manager is responsible to lead a service vision that is well articulated, documented and has staff, customers and community at its heart. The role provides leadership and direction for the effective operation of those services within their community services portfolio. The Service Manager will meet or exceed funder and organisational requirements and be responsible for assessing and responding to changes in both the internal and external operating and fiscal environment.

### Essential Duties and Responsibilities

Function	Key Responsibilities	Key Performance Indicators
Key Responsibilities	<ul style="list-style-type: none"> <li>▪ Provide operational management and oversight to the service area as per relevant funding agreement(s) or fee for service contracts.</li> <li>▪ Ensure relevant tracking systems to monitor key performance indicators (KPI's), targets and quality systems are in place</li> <li>▪ Monitor all quality systems and practice standards to ensure all relevant accreditation and standards are met</li> <li>▪ Ensure all staff are provided with regular supervision (as per UC policy) and professional development opportunities relevant to their role</li> <li>▪ Provide timely advice to the Senior Leadership team on sector updates including any risks that may impact Uniting Communities services</li> <li>▪ Ensure a culture of Lean Thinking across the service area to maximise efficiencies whilst maintaining high quality and accessible service delivery.</li> <li>▪ Contribute to the wider Uniting Communities Leadership group by participating regularly and collaboratively in management meetings and relevant working groups.</li> <li>▪ Lead a culture of change management that inspires shared accountability and positive team success.</li> <li>▪ Ensure client voices drive continuous improvement</li> </ul>	<ul style="list-style-type: none"> <li>• Reporting framework is developed, in line with contractual obligations, and evidenced in, but not limited to:               <ul style="list-style-type: none"> <li>○ Financial reports</li> <li>○ UC KPI reports</li> </ul> </li> <li>• Meet approved budget outcomes</li> <li>• Monitoring of supervision structure (including staff feedback), based on individual service needs, meeting or exceeding organisational procedure</li> <li>• Documenting, reviewing and evaluating efficiencies that are identified and implemented, minimum 1 a month</li> <li>• 80% of relevant meetings are attended and contributed to relevantly</li> <li>• A system is in place that captures client voices and implements continuous improvement</li> </ul>
Functional/Operational Responsibilities	<ul style="list-style-type: none"> <li>▪ In collaboration with the Senior Managers, ensure service delivery reflects:               <ul style="list-style-type: none"> <li>○ organisation's values and strategic priorities</li> <li>○ Community Services Framework for Service provision</li> <li>○ UC PACT</li> <li>○ Service Design Toolkit</li> </ul> </li> <li>▪ Build strong working relationships with funders and key stakeholders to enhance service delivery and ensure advocacy of the service and the organisation</li> <li>▪ Ensure all internal and external reporting requirements are met to a high standard</li> <li>▪ Ensure that all staff have access to information and reports including funding agreements, KPI's and targets, Outcome Measurements, financial reports and any other key information to assist in meeting all internal and external contract requirements.</li> <li>▪ Ensure that services are managed in a manner that includes business continuity, risk management and achievement of quality standards</li> <li>▪ In consultation with Senior Managers develop innovative approaches and service models, ensuring continuous improvement and flexibility so services and systems adapt to changing environments</li> </ul>	<ul style="list-style-type: none"> <li>▪ Induction and orientation occurs for all staff to a high level</li> <li>▪ Familiarisation with UC Strategic Plan and feeding into team</li> <li>▪ Work with SDR to ensure required service documentation is in place through the Service Design Toolkit; annual review of documents with team</li> <li>▪ Staff achieve targets and outcomes, because they have all the information they require to achieve this</li> <li>▪ Staff can articulate values</li> <li>▪ Demonstration of formal and informal relationships with funders and key stakeholders</li> <li>▪ Meet approved budget outcomes</li> </ul>

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	<ul style="list-style-type: none"> <li>▪ Participate in tender and submission processes and to seek to achieve steady and sustainable growth of services for the organisation</li> <li>▪ In consultation with Senior Managers, lead the development of comprehensive budgets for operational and capital expenditure</li> <li>▪ Effectively manage and monitor budgets and ensure that the team/s have access to information to assist in the ongoing performance of budgets</li> <li>▪ Manage contracts with funders and, in collaboration with Senior Managers negotiate changes to contracts and/or new contracts with funders</li> <li>▪ In collaboration with Senior Managers contribute to the development of the Community Services Strategic plan</li> </ul>	
Business Development	<ul style="list-style-type: none"> <li>▪ In consultation with Senior Managers, develop business growth strategies that align with the strategic priorities.</li> <li>▪ Identify continuous improvement initiatives to enhance services and help to build the UC brand.</li> <li>▪ Actively engage in relevant peak body committees and activities to strengthen Uniting Communities' profile and impact</li> <li>▪ To enhance Uniting Communities brand establish and maintain key strategic relationships with Government, not-for-profits, and for-profit organisations.</li> <li>▪ Identify and respond to commercial factors and opportunities that may influence service delivery and business processes.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Proven participation in key industry groups, providing information back to UC about risks and opportunities</li> <li>▪ Growth plan is documented and annually reviewed with Senior Manager</li> </ul>
Values and Service Excellence	<ul style="list-style-type: none"> <li>▪ Role model the values and priorities of Uniting Communities <ul style="list-style-type: none"> <li>▫ Kind, Bold and Genuine</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>▪ Team, leader and staff feedback – meets and/or exceeds expectations</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>
Self-Management and Development	<ul style="list-style-type: none"> <li>▪ Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills and knowledge and utilisation of knowledge and information</li> <li>▪ Display professional personal presentation</li> <li>▪ Undertake personal and technical skills development</li> <li>▪ Role model a positive and proactive results focused 'can do' attitude and behaviour</li> <li>▪ Develop and foster positive partnerships across the business to improve and support business outcomes</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>
Customer Focus	<ul style="list-style-type: none"> <li>▪ Work and contribute to a successful team environment.</li> <li>▪ Contribute to the team achievement of defined service standards in a safe and trusting environment.</li> <li>▪ Co-operate and provide support to team members on day-to-day operational matters.</li> <li>▪ Undertake responsibilities that will positively contribute to the Community and Uniting Communities' Vision.</li> <li>▪ Deliver high-level customer service to our internal and external customers and departments.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ Personal participation in and promotion of activities</li> <li>▪ Delivery of agreed objectives and outcomes</li> </ul>
Compliance and Risk Mitigation	<ul style="list-style-type: none"> <li>▪ Ensure compliance and provide a safe and equitable workplace by adopting safe work practices, following procedures and policies and respecting and appreciating diversity</li> <li>▪ Ensure compliance with all statutory, legal and ethical obligations and compliance audits</li> <li>▪ Identify and implement risk minimising strategies and practices</li> <li>▪ Managers/Supervisors will support employees who are injured at work, ensuring ongoing communication and assistance with RTW claims as required.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader and team feedback</li> <li>▪ All compliance and audit requirements are met</li> </ul>

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People Management	<ul style="list-style-type: none"> <li>▪ Engage with the team and business unit to communicate relevant information, provide direction and guidance and effectively strengthen team performance and interaction</li> <li>▪ Clarify and articulate team and service/s expectations that draw on reliable data to measure performance and apply strategies to improve the delivery of results</li> <li>▪ Participate with Senior Managers in change management leadership, clearly understand the change process and effectively communicate with and engage all parties to drive the change process</li> <li>▪ Demonstrate, embody and encourage professionalism from all those within the team and business unit</li> <li>▪ Inspire and encourage open communication and create an environment where ideas are shared and contributions valued</li> <li>▪ Actively reward behaviour aligned with the Values of Uniting Communities</li> <li>▪ Provide coaching, mentoring and development of your current and potential leadership team</li> <li>▪ Participate with Senior Managers in the management of resources and develop agile workforce plans</li> <li>▪ Lead and facilitate team meetings to share best practice and achieve agreed outcomes</li> <li>▪ Engage with the leadership team and all of Uniting Communities' services to communicate relevant information, provide direction and guidance and effectively strengthen team performance and interaction</li> </ul>	<ul style="list-style-type: none"> <li>▪ Leader, team and peer feedback</li> <li>▪ Completion of performance development reviews and development plans in line with the UC expectations</li> <li>▪ Evidence of proactive people management</li> <li>▪ Evidence of successfully coaching and mentoring team members</li> </ul>
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**Selection Criteria**

	Essential	Desirable
Training / Qualifications	<ul style="list-style-type: none"> <li>▪ Hold a relevant tertiary qualification, such as Social Work, Psychology, Social Science or another relevant field.</li> <li>▪ Ability to attend all compulsory training required by the organisation for your position within an allocated timeframe</li> </ul>	<ul style="list-style-type: none"> <li>▪ Qualifications in Business and/or Management</li> </ul>
Experience / Knowledge	<ul style="list-style-type: none"> <li>▪ Specific to role</li> <li>▪ Management and leadership in the Community Services or a similar sector</li> <li>▪ Experience designing and implementing change within services</li> <li>▪ Experience in managing budgets and expenditure</li> <li>▪ Experience in proactively developing purposeful networks and relationships with a range of stakeholder</li> </ul>	
Skills / Abilities	<ul style="list-style-type: none"> <li>▪ Excellent written and oral communication skills</li> <li>▪ Ability to communicate and engage with a wide range of people</li> <li>▪ Ability to manage competing priorities and multi task</li> <li>▪ A strong ethical customer/client service approach</li> <li>▪ Sound knowledge and application of the MS Office suite of applications</li> <li>▪ Strong administrative and organisational skills</li> <li>▪ Demonstrated skills, knowledge, and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way, or the capacity to develop these.</li> </ul>	
Licenses / Certificates	<ul style="list-style-type: none"> <li>▪ Maintenance of a full, unrestricted South Australian Driver's License.</li> </ul>	

**Special Conditions**

- Where we have concerns that your level of fitness is adversely affecting your job performance, we may require, at our cost, that you submit to a Fitness Capacity Evaluation to ensure that neither you nor a fellow staff member nor a client are placed at risk of injury.
- Work from any other metropolitan location as required.



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- Some Interstate and Intrastate travel is a requirement of this position.
- Duties of the position may vary according to business needs

Employee signature

Date

Print name:

Copy of My Commitment to Uniting Communities for all positions at Uniting Communities attached.

**MY COMMITMENT TO UNITING COMMUNITIES**

At Uniting Communities everyone works as a team to ensure the following:

**1. ACCOUNTABILITY**

- Work within the vision and values and policy framework of Uniting Communities.
- Participate in the development of policies, procedures and work instructions as directed.
- Delegate authority and responsibility as defined within the Delegations of Authority Policy.
- Managers and Clerical staff will ensure organisational policies, procedures and relevant standards are adhered to, in relation to administrative and financial operations and observe the delegations as outlined in our organisational policy.
- Supervisors will ensure a safe and respectful workplace for all staff.

**2. WORK HEALTH SAFETY**

- Cooperate with all policies, procedures and work practices and maintain currency of knowledge in relation to Work Health and Safety.
- Take reasonable care for your health and safety and for the health and safety of others.
- Follow all reasonable instructions given by management.
- Supervisors will ensure work is performed in a safe way and policies, procedures and safe work practices are observed for all staff.

**3. EVERYDAY COMMUNITY ENGAGEMENT**

- Examine, develop and encourage ways to reach out and involve clients you work with in their communities, and communities in the work with our clients.
- Seek ways in which to enable people to reconnect with community.
- Facilitate community in its various forms and guises, to embrace and include all of its members.
- Assist in the achievement of Uniting Communities' overall goal to build a society which is compassionate and better able to support and care for its members and enables all people, regardless of their background or disadvantage, to participate and to flourish.
- Supervisors will support staff members working with clients by examining and implementing Everyday Community Engagement approaches core to our everyday activity in a form relevant to the work of that service.
- Supervisors will ensure that staff members understand the role of Community and that every staff member has the capacity to apply an Everyday Community Engagement approach to their everyday work by providing training, supervision and support with this aim in mind.

**4. SAFE ORGANISATION FOR CHILDREN AND OTHER VULNERABLE PEOPLE**

- Familiarise self and adhere to organisational policies and procedures in relation to children, young people and vulnerable adults.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children and other vulnerable people who come into association with the organisation.
- Supervisors will ensure child safe requirements are handled as part of supervision processes.

**5. BEYOND CARBON NEUTRAL**

- Support and embrace Uniting Communities' carbon reduction commitment, minimising environmental impact in the performance of your role, supporting and encouraging staff to do likewise.