



## Role Description for Operations Manager (General Manager)

The role of the Operations Manager is to support the CEO's role in the organisational management of 2Connect Youth & Community through human resource/staff management and operational management. The position will provide quality services in line with the Mission & vision, objectives, values, organisational policies, key performance measures and funding agreements.

**Reporting to:** CEO  
**Hours:** PT 21 hours per week  
**Classification:** Level 7 Social, Community, Home Care and Disability Services (SCHADS) Industrial Award

*This Role Description should be read in conjunction with 2Connect's Policies and Procedures, job contract & other relevant guidelines eg. program guidelines and Service Requirements for individual programs.*

### Accountability and Extent of Authority

The position holder will work within the delegated authority provided by 2Connect Youth & Community to undertake a wide range of general management activities within the service related to operations and human resources/staff management.

The position is accountable to the CEO, and is required to carry out the directives and implement the decisions of the CEO

The position is to complete administrative requirements and reporting

### Key Responsibilities and Duties

1. *Assisting with operational management -manage priorities and monitor the work flow of 2Connect and maintain quality management system to ensure compliance*
2. *Support the CEO in providing human resource/staff management, including supervision & support, of personnel/staff*
3. *Support the CEO with related organisational duties such as marketing, public relations & community development*
4. *Ensure the Workplace Health and Safety policies and practices of 2Connect are effectively complied with*

#### 1) Assisting with Operational Management

- Monitor work flow and manage priorities to ensure accountability through appropriate operational processes and systems
- Assist with planning and delivery of 2Connect programs to consumers and support high quality services and outcomes
- Monitor and ensure that Quality management system is maintained: monitoring of effective compliance of organisational policies, systems and processes including operational systems, data collection and statistics for research, reporting and evaluation processes, administrative systems for accountability
- Complete administration requirements and reporting, and collaborate as a team member within the organisation

- Provide information to the CEO on activities and matters which require attention, and undertake other relevant duties as required

## 2) Providing human resource/staff management, including supervision & support of personnel/staff

- Monitor 2Connect's human resource team & ensure that staff/personnel are high performing
- Assist with employment processes, administration of human resource processes and performance management
- Oversee and provide appropriate supervision and support for staff to develop and maintain quality performance and services, and a well-functioning, harmonious and productive team environment, utilising coaching and team-building processes.
- Assist with direct service delivery where required
- Oversee maintenance of accurate reporting, systems and records including administrative requirements and reporting

## 3) Assist with Marketing, Public Relations, Community Development

- Assist with representing 2Connect externally to stakeholders as required
- Assist with increasing the viability/profile of 2Connect
- Assist with promoting service programs to networks and target communities in the local community of Bayside, Georges River, Sutherland, Canterbury and surrounding areas.
- Maintain sustainable links and networks with support services and the wider community, particularly points of referral for service clients.
- Assist with participation & advocacy at regional, State and Federal levels/networks to represent the needs of 2Connect client groups, the service & sector needs

## 4) Ensure compliance with Work Health and Safety (WHS)

- Assist with supervision of the maintenance of a safe environment for staff, clients and visitors.
- Ensure compliance with the 2Connect WHS policies and procedures, duty of care, relevant statutory requirements and professional standards at all times within the service.
- Assist with facilitation of risk management plans
- Assist with overseeing the recording, reviewing and reporting of incidents involving staff, clients, visitors within the service and where necessary take action to reduce future risk

## Experience and/or Qualifications required

### ESSENTIAL criteria:

- Demonstrated skills/experience in paid management role in youth/community services and programs, including monitoring compliance, progress and outcomes
- Demonstrated high level skills/experience in supervision and performance management of staff/personnel, including facilitating difficult conversations and change management
- Relevant tertiary qualification in social/human services (degree level)
- Excellent communication skills and interpersonal skills, including strong cross cultural communication
- Prior demonstrated experience in clinical and non-clinical service delivery, including strength-based case management, counselling, group work and community development
- Proven knowledge of youth development, child protection, mandatory reporting, suicide prevention/intervention, homelessness and domestic violence issues
- Knowledge/understanding of relevant complementary support services for clients, and skills/experience in developing strong networks with other services
- Excellent commitment to, & ability to facilitate, strong team work; and strong ability to work independently (whilst ensuring accountability)
- Excellent organisational and administrative skills, including excellent IT literacy skills
- Proven knowledge and experience of the principles and practice of EEO, cultural diversity and WH&S
- Commitment to principles of social justice

### DESIRABLE criteria:

- Qualification in management or project coordination
- NSW drivers licence & own comprehensively insured car

## **Salary & Conditions**

- **Excellent Salary package includes base salary and Salary packaging option**
- Conditions of employment covered by the Social, Community, Home Care and Disability Services Industry Award 2010 (Federal modern award). Position is classified as Level 7 Pay Point 1
- Salary package above includes base salary including \$15,900pa of salary able to be salary packaged (tax free), and a car allowance of up to \$1560 pa for use of own car for work purposes, above & on top of mileage reimbursement . Salary packaging is optional, however
- All applicants must submit their Resume & statement addressing each essential & desirable criteria (using the 'How to Apply' guide in the information package). For further information email [CEO@2Connect.org.au](mailto:CEO@2Connect.org.au)
- Your application must be received by Monday 24<sup>th</sup> February 2020 10am..

*This is a Child-Related position and it is a legal requirement that the successful applicant must hold a current Working with Children Check clearance prior to commencement of employment, under the Child Protection (Working with Children) Act 2012. Information on the 'Working with Children Check' may be obtained from the NSW Office of the Children's Guardian web-site at [www.kidsguardian.nsw.gov.au](http://www.kidsguardian.nsw.gov.au) In addition, a National Police Criminal Record check will also be required prior to employment.*