



## Role Description for Operations Manager

*Join award-winning youth specialist non-profit organisation, which has a supportive and understanding workplace culture, and employee benefits such as salary packaging (tax-free income).*

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 & procedures, KPIs and funding agreements of the organisation.

**Reporting to:** CEO      **Hours:** PT 5 days per week (35hrs pw)

### About 2Connect Youth & Community

2Connect Youth & Community is a growing, dynamic non-profit organisation creating positive social change for young people, families, communities for over 33yrs. 2Connect has been awarded NSW Youth Service of the Year 2019, NSW Outstanding Youth Participation Award 2020 & NSW Outstanding Diversity Work 2021 (highly commendable) at the NSW youth sector awards! We also were a Finalist in the St George Local Business Awards 2023!

We seek an experienced & qualified professional to join our valued and dynamic team. Position based in Brighton-le-sands, which has a vibrant café and beachside culture

### 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 & to work collaboratively with the CEO

*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.*

### Key Responsibilities and Duties

1. Undertake operational management -manage priorities and monitor the workflow of 2Connect Youth & Community 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) Operational Management

- Monitor workflow 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
- Ensure to work within the organisation's code of conduct and policies/procedures
- Complete administration requirements and reporting, and collaborate as a team member within the organisation
- Work collaboratively with the CEO, and provide information support and be accountable to the CEO on operational activities/matters
- Undertake other relevant duties as delegated and required by the CEO

## **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 & meeting KPIs and targets
- 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 a well-functioning, harmonious and productive team environment, utilising coaching and team-building processes.
- Facilitate a positive and amicable workplace culture amongst the team, ensuring support for the organisation's policies, systems and personnel
- Undertake monitoring and facilitate improvements in compliance, KPIs and targets
- Assist with direct service delivery where required
- Oversee maintenance of accurate reporting, systems and records including administrative requirements and reporting

## **3) Marketing, Public Relations, Community Development**

- Assist with representing 2Connect externally to stakeholders as required- organise appropriate team rosters and participate where relevant
- 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, Burwood/Inner West and surrounding areas.
- Maintain sustainable links and networks with support services and the wider community
- 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.
- Work in line with organisational risk management plans and facilitate/develop additional project risk management plans where needed
- 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 management of youth/community services, 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 or education (degree level)
- Excellent communication skills and interpersonal skills, including strong cross-cultural communication
- Prior demonstrated experience in youth services delivery, including knowledge of youth development, child protection, mandatory reporting, WHS and managing risks eg. suicide risk
- Excellent commitment to, & ability to collaborate with your supervisor; to facilitate cohesive and positive teamwork; and to work independently whilst ensuring accountability
- Excellent organisational and administrative skills, including exceptional IT literacy skills and skills in developing strong networks with other services
- Proven experience in meeting & facilitating outcome targets & being outcomes focussed
- Commitment to principles of social justice, including diversity and inclusion
- NSW drivers licence & own comprehensively insured car

### DESIRABLE criteria:

- Qualification in management or project coordination

## 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).
- Salary package above includes base salary including up to \$18,549pa of salary able to be salary packaged (tax free). 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).
- Your application must be received by the due date

*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 satisfactory National Police Criminal Record check and evidence of Covid vaccination (3 doses min.) will also be required prior to employment.*