

POSITION DESCRIPTION

POSITION DETAILS

Position Title:	Head of Community Services
Division:	Community Services
Reports To:	General Manager
Responsible to:	General Manager
Location:	Head Office
Date:	November 2021

MAIN PURPOSE OF POSITION

The role of the Head of Community Services is to provide support to the GM in the overall management and leadership of the organisation, with a particular focus in the Management of the Community Services Division.

The Head of Community Services provides Community Services staff with support, guidance, and direction as well as exemplary oversight of the community services programs in accordance with Co.As.It. values.

The position manages the delivery and development of the community services programs, ensures services operate to budget, implements appropriate policies and procedures to meet the organisation's objectives, and ensures required standards and legislative and compliance obligations, are met across a diverse program platform.

The position is required to attract, develop and retain a high-quality workforce.

Leading by example, the position will affirm Co.As.It. commitment to a customer-focused culture, positively and constructively representing the organisation in all opportunities and ensuring client consultation and satisfaction is always the priority for the organisation.

KEY ROLES AND RESPONSIBILITIES

- The overall management of the Community Services division to develop good staff morale, staff skills and foster work productivity and provide advice on programme development;
- To provide the Community Services Team with support, guidance, and direction;
- Participate in the development and implementation of strategic plans, business plans and operational plans for the Community Services Division and the organisation as a whole, in conjunction with the General Manager, the Senior Management Team and the Board of Directors in order to maximise current and potential resources (staff, funding, facilities);

- Maintain and develop sustainable partnerships to enhance the work of Co.As.It. with Government and non-government bodies and funding bodies;
- Coordinate the preparation and submission of funding application and reports;
- Participate and provide high level secretariat and policy services as requested on steering groups and committees, including representing Co.As.It. on external groups and committees as required;
- Develop reports, correspondence and briefings as requested by the GM;
- Be responsible for implementing and monitoring relevant and appropriate EEO, WHS, Privacy and Confidentiality Policies and the Ethnic Affairs Priority statement;
- Abide by all Co.As.It. policies and procedures in daily work activities;
- Positively and constructively represents Co.As.It. in all opportunities, role modelling the Code of Conduct and actively supporting the mission, vision and values;
- Commit to and contribute to Co.As.It. customer focused culture, ensuring client needs and satisfaction are always the priority;
- Contribute to a workplace free of discrimination, harassment and bullying behaviour;
- Operate as a team member to achieve team and Co.As.It. goals;
- Initiate, develop and maintain ongoing contact and liaison with other specified organisations with a focus on services to the CALD community;
- Any other duties relevant to the service and organisation.

KEY INTERNAL AND EXTERNAL RELATIONSHIPS

The Head of Community Services needs to build extensive networks and strong consultative relationships within the organisation as well as externally with other services in the community and aged care sector.

These relationships include:

- The Co.As.It. Board of Directors, the General Manager and the senior management team;
- Staff within the Community Services Division;
- Finance Team;
- Human Resources Team;
- Staff across Co.As.It. generally to work collaboratively and exchange information;
- Funding bodies;
- Public and private health and community organisations concerned with the service provision to the Italian community;
- Committees and conferences of government and other stakeholders.

CHALLENGES/PROBLEM SOLVING

Major challenges of the position include:

- Managing a number of people and stakeholders concurrently;
- Achieving milestones to the required standards, targets, budgets and timelines;
- Fully understanding the issues and exercising judgement when representing Co.As.It. on external committees and consultations;
- Working flexibly and adaptably to support programs and direction of Co.As.It.

DECISION MAKING

The position is fully accountable for the quality, integrity and accuracy of the advice provided and work performed.

Decisions that can be made by the position holder include:

- Day-to-day decisions relating to community services;
- Approval of changes to care plans and services;
- Content of advice and information provided to the General Manager.

Decisions that are referred to a supervisor include:

- Any decision which will substantially alter the outcomes, timeframe or funding requirements of individual projects;
- Staff noncompliance with policies and procedures;
- Staff noncompliance with values and Code of Conduct;
- Major policy issues or conflicts arising in the course of work;
- Approval of Departmental reports, tenders and annual work plans;
- All expenditure;
- Recruitment;
- Matters requiring submission to the Board of Directors.

KEY PERFORMANCE CRITERIA

Broad indicators:

- Be personally guided by the values of the organisation;
- To arrive at work on time and to advise manger/supervisor of lateness or absences as soon as practicable;

- To follow all procedures in relation to health and safety and to view the health and safety of others in the work place as paramount;
- To represent Co.As.It. positively;
- Manager/supervisor kept informed of key issues;
- High level cooperation with other staff, teams and divisions.

Position Specific indicators:

- Service delivery agreements are established and targets are met;
- Policies and plans are developed which reflect and address identified needs and are in accordance with the relevant legislation and Co.As.It. policies;
- All reports and correspondence are prepared within the required deadlines and to best practice professional standards;
- To remain responsive to the needs of the community and work with the Board and General Manager to establish services that meet the needs of the community;
- To provide staff with adequate support to enable high level performance;
- To work with the General Manager to set and manage the Community Services budget;
- To complete required tenders of requests for funding within negotiated deadlines and to a high professional standard;
- To comply with The Aged Care Quality Standards;

SKILLS, KNOWLEDGE AND EXPERIENCE REQUIRED

Essential

- Tertiary qualifications in social work, psychology or management or demonstrated, relevant equivalent professional experience in a similar role;
- A broad range of experience at management level within the Community Services sector;
- A sound understanding and experience in service review and development;
- Demonstrated proficiency in the use of a wide range of IT applications;
- Highly developed communication, negotiation and analytical skills, with the ability to communicate effectively with a wide range of stakeholders and customers;
- Demonstrated commitment to a customer focused culture and ensuring quality outcomes for clients;
- Demonstrated commitment to building strong collaborative relationships across all internal and external stakeholders;
- Demonstrated high-level interpersonal skills and evident respectful, professional communication in all circumstances;

- Demonstrated history of developing and maintaining positive collegial relationships with diverse internal and external stakeholders leading to quality outcomes and strategic objectives;
- Demonstrated history of leading to strategic and outcomes;
- Demonstrated knowledge of continuous quality improvement;
- Experience in working within budget & service delivery parameters;
- Demonstrated understanding of issues affecting CALD communities in NSW and the impact this has on the ageing experience;
- Superior problem solving skills;
- Possession of conflict resolution and negotiation skills;
- Ability to meet deadlines on a daily basis, manage competing priorities and tasks and delegate effectively;
- A commitment to working with people from CALD backgrounds;
- Understanding of, and commitment to, Work, Health and Safety, Equal Employment Opportunity, ethical practices and the Ethnic Affairs Priority Statement.

VERIFICATION

This section verifies that the position holder and supervisor have read the above position description and are satisfied that it accurately describes the position.

POSITION HOLDER

Signature..... Date.....

SUPERVISOR

Signature..... Date.....