



General Manager Specialised Client Services (SCS)

Overview

The General Manager Specialised Client Services (GMSCS) position contributes to the implementation of the following Strategic Directions of the OARS CT Strategic Plan.

1. Provide Specialised Intervention Services for complex clients.
2. Engage with the community and advocate for evidence-based outcomes.
3. Strive for organisational excellence.

The GMSCS provides strategic leadership to the Specialist Client Services (SCS) Division and strategic and operational advice to the CEO. This position is responsible for the management of all aspects of programmes and projects within the SCS Division and must ensure that an effective engagement process with all funding bodies and key stakeholders is in place. This role works closely with all members of the OARS CT Executive Team to deliver high quality and effective services for clients.

Reporting directly to the CEO and working closely with the Leadership Team and Executive Team as required, this position will develop and deliver high quality and efficient services to clients in a safe manner, and in the context of the Organisations Strategic Management and Risk Management processes. The GMSCS leads and supports a team of multi-disciplinary human service professionals delivering services and support to OARS CT clients. The GMSCS oversees the accurate and timely recording of all program associated data, is proactively involved in the development and delivery against contracts and/ or MOUs and must ensure that all reporting and reports, both internal and to funding bodies are completed in a professional and timely manner.

The GMSCS will manage a large budget that is primarily fee for service and must ensure that the revenues and expenditures are maintained within budget. This role will have a strong focus on business development.

Position Summary

Manager: Chief Executive Officer (CEO)	Hours: As per contract of employment
Section: Executive	Salary: As per contract of employment
Location: As per contract of employment	Employment Status: As per contract of employment

Special Conditions

- Intra-state travel may be needed for which a current SA driver's licence is required.
- Interstate travel may be required.
- Some out of hours work, including the requirement to be "on-call" in the event of an emergency, is expected and included within the salary. No further allowances or TOIL will be applicable.
- A current Police clearance certificate is required
- You are bound by confidentiality.

Key Working Relationships

INTERNAL	EXTERNAL
<ul style="list-style-type: none">• CEO• Executive Team• General Managers• Team Managers	<ul style="list-style-type: none">• Funding Bodies• Human Services and Justice Agencies.• Professional contacts

What success will look like:

- ✓ Creation of high quality and effective services to improve the lives and livelihoods of clients with high and complex needs.
- ✓ Establishment of key responsibilities, deliverables, and timelines, working proactively towards these and providing scheduled and ad-hoc reports as required.
- ✓ Managing the delivery of appropriate, high-quality and efficient services to our clients and partners alike.
- ✓ Adherence to corporate policies, procedures and processes, adoption of best practice and adherence to all relevant quality standards.
- ✓ Services regularly audited for quality assurance purposes and accreditations maintained (where applicable).
- ✓ Client Satisfaction Responses that are positive with any complaints are pro-actively addressed and positive feedback promoted internally.
- ✓ Maintenance of a positive and proactive team culture.

Key Responsibilities

SERVICE DELIVERY

- Oversee the development and provision of a range of supportive services, including case management, National Disability Insurance Scheme (NDIS), Exceptional Needs Unit (ENU) to OARS CT clients that is consistent with their needs, relevant program(s), organisational standards and available funds from grants or fee-for-service.
 - Ensure that workers provide guidance and support to our clients and that the services provided meet the needs of clients and where possible improve the social inclusion and outcomes of clients and their families.
 - Identify opportunities for improvement of existing programs, development of new programs and/ or partnerships, in consultation with the CEO and Executive, and work towards the development of these programs and any social initiatives / enterprises that will benefit clients and/ or improve client outcomes
 - Ensure that any risks identified and/ or created during the development and/ or delivery of services are appropriately mitigated.
 - Review active Memorandum of Understanding documents (MOU's), service agreements and contracts ensuring that services provided are in line with requirements, and individual NDIS or other plans.
 - Ensure that records and services are checked for quality and reports provided are timely and accurate and of the appropriate professional standards.
- **Workplace Health and Safety**
 - Ensure that workplace safety is a priority and pro-actively encourage and support risk assessments and reporting.

LEADERSHIP

- Create a strong team culture through the establishment of expected standards, ensure staff are aware of and are working within these and provide day to day management, advice and support to managers which will assist them to ensure OARS CT provide quality services to clients and partners in a timely and professional manner.
- Identify any disciplinary and/or performance issues and, with the assistance of Human Resources, manage these appropriately.
- Facilitate staff feedback and consultation processes as appropriate.
- Actively promote the reputation and standing of OARS CT through networking and liaising with partners, community organisations and other relevant bodies in a positive and professional manner.
- Identify and investigate any issues and/ or trends within the sector, providing updates to the CEO and Executive as applicable.

GOVERNANCE

• General

- Ensure the development and delivery of client services are consistent with OARS CT policies and procedures and legislative requirements.
- Ensure that MOUs and contracts are current and that services are delivered in line with expectations.
- Undertake projects and or reviews as required.
- Maintain currency of NDIS legislation, recommendations, reviews and identify any areas for improvement or changes required to ensure the ongoing provision of quality services and negotiate with relevant parties to ensure these are considered and/ or included in service delivery.
- Maintain professional networks, knowledge and understanding of best practice and trends in the sector and area of expertise.
- Participate in Strategic Planning as required.

FINANCES

- Manage the income and expenditure within approved budget parameters and monitor Fee-For-Service revenues closely.
- Assist in setting budgets and drafting and submission of funding, grant and/ or tender applications that are appropriate and identifying potential savings and/ or efficiencies in services and/ or systems.
- Ensure the implementation of sound financial management practices, including budget planning and review, and development of reports to funding sources in collaboration with Finance to ensure consistency. Work within budget and provide advice and support in relation to costs and expenditure as required.
- Ensure systems are in place for recording services, associated record keeping and the production and processing of invoices. in a timely manner and establish quality checking processes.

STRATEGIC MANAGEMENT

- Monitor organisational compliance against contractual, legislative, and strategic expectations. Provide monthly and ad-hoc reports against expectations and outcomes within the area of responsibility.
- Provide expert advice to the CEO in respect of the activities of OARS CT and our partners, reporting any issues or business risks together with suitable mitigation strategies and an assessment of consequences associated with these.
- Develop and deliver against expectations outlined within the Strategic plan and all relevant MOU's, ensuring that services delivered meet or exceed expectations.

- Provide professional advice and support to the Executive in relation to the Strategic Plan and related activities, for example, service delivery, system improvements, staffing needs, training and development requirements.

PEOPLE AND PLACE

• Employee Relations

- Ensure that corporate expectations are applied to all processes, such as recruitment, appraisals and performance management.
- Ensure that Human Resources are consulted and provided with timely information in relation to recruitment processes and information necessary to draft and amend contracts as these are required.

• Organisational Culture

- Role model appropriate behaviours and ensure that you facilitate the delivery and integration of the OARS CT Culture Statement and practices.
- Support Line Managers to fulfil their management responsibilities through advice, assistance, coaching and development opportunities.
- Champion safety, both personal and professional, through reporting of incident and also proactively through the staff survey and WHS Committee activities. Encourage staff to be engaged in relevant awareness campaigns
- Facilitate transparency and encourage reporting of concerns, particularly bullying, discrimination and/or harassment in line with OARS CT “Zero tolerance” approach.
- Provide advice and support to quality assurance processes as directed.

OTHER

The duties and responsibilities of positions may vary from time to time without changing the general character of the duties and/or the level of responsibility required. All OARS Community Transitions staff are required to undertake the following:

- Carrying out any other duties that may be reasonably requested by a manager.
- Comply with organisational policies and procedures.
- Work in line with OARS CT Code of Conduct, culture, and values.

PERSON SPECIFICATION

Educational/Vocational Qualifications

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Degree Qualification in Human Services or related field and/ or significant Human Services Experience in a senior management capacity. 	<ul style="list-style-type: none"> • Masters in a relevant field • People and/or Project Management Qualification(s)

Personal Abilities/Aptitude/Skills

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • High level communication and interpersonal skills, creating a strong, inclusive, and fair team environment • A strong ability to understand and implement strategic approaches to service delivery. 	<ul style="list-style-type: none"> • Understanding of and commitment to social justice principles and practices • Conflict Management and/ or Mediation • Project Management

<ul style="list-style-type: none"> • Able to work collaboratively with partners and peers and develop and maintain professional networks • Excellent organisational skills and ability to multi-task • Ability to work on own initiative and under pressure • Able to assess and handle complex situations, respecting individual views and perceptions • Able to think conceptually, develop plans, implement strategies and review and evaluate results. • Strategic system/ database oversight and ability to interrogate client database systems and check data accuracy and integrity • Experience of formal report writing 	
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Experience

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Proven experience as a senior manager in a Human Services environment in a context that includes clients with high and complex needs • Significant experience servicing disadvantaged communities • Significant experience in management and oversight of NDIS and other individual plan-based services. • Exposure to case working/ counselling/ clinical environment. • Working directly with partner agencies to achieve results, such as NDIA/ NDIS, Exceptional Needs Unit (ENU), Department and, ideally, Correctional Services (DCS). • Ability to take a leading role in the formulation of budgets, interpret financial advice and team performance and complete appropriate acquittals, • Experience in contract negotiations, including the ability to develop successful funding, grant and tender applications and deliver upon these • Exposure and involvement in NDIS auditing and accreditation processes 	<ul style="list-style-type: none"> • Experience within the not-for-profit arena and/ or within a grant funded environment, ideally with experience of ex-offenders • Involvement in preparation of successful grants and tenders. • Development and delivery of services and reporting against MOU expectations. • Experience in budget setting, reporting and management

Knowledge

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> • Significant working knowledge of the NDIS and associated systems, processes and records • An understanding of social disadvantage and issues such as: substance use, domestic violence, homelessness, and their impact • Understanding of social benefits systems, such as, Centrelink, SA Housing Authority, community housing providers • 	<ul style="list-style-type: none"> • Significant knowledge of relevant legislation • Understanding of Criminal Justice systems and processes • A working knowledge of rehabilitation treatments and services, with a network of relevant partners already established

APPROVAL BY CEO and ACKNOWLEDGMENT by OCCUPANT

Approved by CEO:

Name:Leigh Garrett.....

Signature:

Date:

Acknowledgment by Occupant:

Name:

Signature:

Date: