

Striving to End Homelessness
Sustaining housing and strengthening communities

POSITION	Operations Manager (Northcote) 1.00 FTE
CLASSIFICATION	Social and community services employee Level 8 paypoint 3 commencing at \$60.88 per hour including a paid lunch break, access to attractive salary packaging and the option of a vehicle including personal use. Additional above award conditions, Fair Work Australia equal remuneration decision, National Employment Standards.
AWARD	Social, Community, Home Care and Disability Services Industry Award 2010. MOSS Enterprise Agreement 2018 (pending registration)
UNION	Australian Services Union (ASU)
REPORTS TO	Merri Outreach Support Service Ltd, CEO
APPROVED BY	Mark Goodie (CEO)
DATE APPROVED	May 2019
SIGNED	_____
DATED	2019

1. ORGANISATIONAL CONTEXT

Merri Outreach Support Service (MOSS) was established in 1989 with the aim of providing better access to support, housing and social options for people who experience homelessness or at risk of becoming homeless. The Agency also seeks to address the underlying social and structural causes of homelessness. This is the context from within which all decisions, policies and office procedures are developed.

MOSS provides a range of services to homeless and marginalised, men, women, and children in the North and West Metropolitan Region. The Agency is committed to providing the delivery of holistic team case management to a high needs cross target group.

Merri Outreach Support Service has a strong commitment to research and community development and all staff are expected to participate in these activities. Consumer participation is highly valued in the planning and management of the Agency. MOSS currently offers a number of services to homeless people and people experiencing housing vulnerability through a range of programs:

- North and West Regional Children's Resource Program
- Bright Futures – Homeless Children's Specialist Support Service
- Transitional Outreach Support Team (TOST)
- Crisis Program (Crisis Response & Youth and Family)
- Catchment Youth Refuge
- Intensive Case Management program (ICMI)
- Housing Support for the Aged (HSAP)
- Hume Transitional Support Programs
- Shrivings Social Support Group (SSG)
- Banyule Social Support Group (SSG)
- Northcote Social Support Group (SSG)
- Brunswick High Rise Volunteer Program
- Brunswick Volunteers Program
- Brunswick Older Persons' High Rise Support Program
- Northcote Older Persons' High Rise Support Program
- Connections Program
- Banyule Housing Support
- Children and Mothers in Mind

Position Summary and Objectives

The Operations Manager (Northcote) is a member of the Management Team which currently comprises the CEO, Operations Manager (Broadmeadows) and the Operations Manager (Northcote). The Management Team has a very collegiate dynamic, resulting in a supportive and inclusive culture. Having regard for and providing leadership for the whole agency is seen as appropriate, beyond the delegated responsibility for allocated portfolios. This may include higher duties and responsibilities, roles of leadership, when other managers are not available due to routine leave absences.

Objectives:

Provide strategic direction and support for the implementation and sustained development of MOSS and ensure the organisation vision and values are communicated to and embraced throughout the areas of responsibility.

The Operations Manager (Northcote) will provide a line management leadership role for the following program areas:

- Crisis Response Program (3.5 FTE)
- Catchment Youth Refuge (4.6 FTE)
- Youth and Families team (1.0 FTE)
- Transitional Outreach Support Team (3.5 FTE)
- Banyule Housing Support (2 FTE)
- Intensive Case Management Initiative (0.8 FTE)
- Social Support Groups (5.22 FTE)
- Older Persons High Rise Programs + HASP-Brunswick/ Northcote (4.2 FTE)
- Volunteer Coordinator (1.0 FTE) + 10 Volunteers

The four key portfolios listed below are the responsibility of the Management Team. Each manager contributes to carriage of each portfolio.

- Finance
- Accreditation/Quality
- Workplace Health and Safety
- Human Resources
- Research and Development

MOSS is looking to maintain, improve and develop the services that we provide to consumers. We operate in an environment where there is an ever increasing expectation of professional service delivery, participation in the changes taking place in the Home and Community Care sector and the Homelessness Service System. This is the environment which the Operations Manager can anticipate at MOSS.

The Operations Manager will be assigned a contributing responsibility for Accreditation/Quality portfolio. Continuous Quality Improvement is positively embedded throughout the Agency through the work of its very representative Quality Council and structures linking the whole Agency.

The Operations Manager will take a proactive approach to Workplace Health and Safety particularly across their respective service delivery program areas of responsibility. They will be supported by the Manager holding the portfolio of OH&S.

The Operations Manager would take a lead in recruitment and human resources management program areas for programs they directly oversee, with support from the manager holding the HR portfolio and Administration.

The mix of areas responsibilities and portfolios assumed by the Operations Manager will be subject to ongoing negotiation within the Management Team according to strengths, skills and interests. The Team formally meets regularly and be expected to continue its high degree of cohesion. Operations Managers can expect responsibilities to change over time as the organisation adapts, portfolios are expected to change and managers need to be flexible, to allow for organisation growth and expansion.

2. KEY RESPONSIBILITY AREAS

- Provide the CEO, timely and accurate management information and advice relating to the activities of the Programs managed and performance against funded goals, objectives and plans.
- Ensure maximum integration of service delivery to community groups and Service users.
- Advocate to relevant bodies to seek homelessness outcomes for Service users.
- Oversee the financial management of the Programs managed including Capital, annual and recurrent programs, and provide financial information and support the CEO.
- To support the CEO in planning the organisational, strategic, operational/business plans to support the main objectives of MOSS.
- Ensure organisational programs comply with statutory and legal requirements especially in the areas of risk management including occupational health and safety and equal employment opportunity.
- Actively work with local, regional and State and Federal bodies, to ensure services are coordinated and consistent with industry standards.
- Provide Strategic advice to the CEO and MOSS Board in relation to future initiatives and programs.

3. ORGANISATIONAL RELATIONSHIPS

- **Reports to** CEO MOSS
- **Supervision**
 - Social Support Groups Program Leader
 - Crisis and Early Intervention Program Leader
 - OPHRSP Program Leader
 - TOST Program Leader
 - Volunteer Coordinator
 - Consultants / Contractors

- **Internal Liaisons**

Management Team
Board directors
All employees

- **External Liaisons**

Community Services providers
State and Federal Government departments
Other Local Governments
The Community/Clients
Consultants
Federal and State Ministers
Homelessness Peak Bodies

4. ACCOUNTABILITY & EXTENT OF AUTHORITY

- Accountable for the performance of delegated areas and the provision of sustainable programs and services delivered.
- Preparation and management of budget performance plus associated programs including strategic plans, business plans and contribution to the overall performance of MOSS
- Accountable for analysis and interpretation of policies primarily relating to services for which the position is responsible including those that are complex and of organizational significance.
- Accountable for the preparation, Government reporting, monitoring and control of budgeted income and expenditure of Programs managed.
- Accountable with the Management Team for the overall implementation of human resources, policies and procedures relating to employees and services within MOSS
- Represent MOSS and/or the CEO as required in meetings, public forums, Advisory \committees, professional bodies, and State, Federal and Local Government departments.
- Accountable for setting direction for programs managed, having regard to organisational human resource practices, procedures and MOSS policy.

5. JUDGEMENT & DECISION MAKING

The position exercises a wide degree of independent judgement in regard to:

- Implement and judgement of interpretation of Policy and Compliance related to this discipline
- Responsible for operational decisions regarding to the Programs managed and the physical sites programs are delivered from.
- Sound independent judgement required in the interpretation and assessment of all aspects of MOSS Services.
- Planning, use of resources and methods of implementation to achieve outputs for services/programs within MOSS.
- Judgement in applying organisational performance and improvement principles which reflect MOSS's values and goals.

6. SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge and appreciation of legislation and regulations relating to the programs and services delivered by MOSS.
- Demonstrated knowledge of Accreditation Standards, currently the Human Services Standards and ISO 9001:2015 and Continuous Quality Improvement requirements and adherence
- Demonstrated knowledge of funding and service delivery requirements pertaining to Home and Community Care (HACC), Aged Care, Homelessness Accommodation and Support.
- Knowledge and comprehension of current issues, State and Federal Government policies which impact upon MOSS Services including planning and strategy development and delivery.
- Conceptual, innovative and strategic skills relating to more complex processes and procedures relating to MOSS.
- Strong knowledge and understanding of good governance and sound financial management skills, including the capacity to actively seek funding from Government Departments, Philanthropic and other sources to support and enhance the delivery of MOSS services.
- Extensive management experience including a sound knowledge of MOSS Services, including Government context and policy direction. Skills in corporate and strategic planning, corporate policy, sound funding and advocacy.
- Skills in Policy development and Strategic Planning.

7. MANAGEMENT SKILLS

- Skills in providing constructive leadership and direction, coaching, mentoring and management to employees including the setting and reviewing of annual performance and training development plans.
- Effectively manage time and set priorities in complex, pressure situations to achieve major project service and delivery outcomes.
- Manage MOSS programs, ensuring a high standard of service delivery and excellence is delivered, in line with MOSS's Mission and Vision.
- Extensive skills in the ability to effectively communicate and engage with Government representatives and community services organisations.
- Business management skills, including the ability to effectively manage funding related to the service.
- Identify and facilitate training and professional development needs of MOSS staff.
- Develop and sustain team environment, with a commitment to ongoing learning and professional development.
- Operations managers are expected to meet and maintain the highest standards of the organisation codes of conduct at all times. This requires a distinct responsibility to act with integrity and honesty in the performance of duties, management of staff, and personal conduct in accepting the highest level of responsibilities in the organisation. Confidentiality and maturity are integral qualities that need to be observed.

8. INTERPERSONAL SKILLS

- Ability to prepare, present, advocate and negotiate with various groups, Government agencies, external community service organisations, develop and achieve MOSS objectives.
- Highly developed verbal and written skills to be applied in a wide range of circumstances with little guidance or direction, including the capacity to represent the organisation at forums or meetings.
- Build, foster and maintain positive working relationships including the capacity to resolve and negotiate conflicts.
- Ability to establish an environment that motivates and supports staff to achieve high levels of performance.
- Ability to communicate with professionals from a wide range of disciplines.
- High level of interpersonal skills in written and oral communication and the ability to represent MOSS in the Homelessness and Community Services sector.
- Strong negotiation skills.

9. QUALIFICATIONS & EXPERIENCE

- Degree qualification relevant to the role, such as management, Allied Health fields and extensive service and employee management experience in Community Services or similar.
- Extensive experience in providing constructive leadership and people management including mentoring, along with capacity to lead change and be adaptive to changing environments.
- High level experience in strategic planning, reporting and financial management.
- Extensive experience in the development of policy options and strategic plans that will ensure the effective operation of the Community Services programs and the facilities overall.
- Experience in managing youth programs.
- A current valid driver's licence.

10. KEY SELECTION CRITERIA

- 10.1 Degree qualification relevant to the role, such as in Social Sciences, Social Work or related field as required. A post graduate management qualification is highly desirable as is extensive customer service and employee management experience.
- 10.2 Experience in a related management role such as Health, Community development or Homelessness sector.
- 10.3 Demonstrated highly developed skills in the management of teams and individual staff in HACC, Aged Care and Homeless and Accommodation Support or similar.
- 10.4 Overall knowledge and appreciation of legislation and regulations relating to the programs and services delivered by MOSS.
- 10.5 Demonstrated knowledge of Accreditation Standards, currently the Human Services Standards and ISO 9001:2015 and Continuous Quality Improvement requirements and adherence or similar.
- 10.6 Ability to foster strong relationships with Government and external groups including the ability to resolve and negotiate conflicts.
- 10.7 A sound understanding of Not for Profit planning and strategy, community consultation, including funding and advocacy skills to assist in the efficient operation and performance of MOSS
- 10.8 Ability to present and negotiate with various community members, Board Directors, MOSS staff, external agencies and sectors that will achieve specific outcomes related to objectives.
- 10.9 Knowledge of community development principles, IT and support systems, library provision, including program and service delivery models specific to customer requirements.

Performance Criteria

Specific Key Performance Indicators will be mutually agreed on an annual basis between the Chief Executive Officer and the Operational Manager.

KEY PERFORMANCE CRITERIA	
1. Strategic Focus	To take a lead role in the strategic planning for MOSS.
2. MOSS Strategic Plan	To deliver actions for Programs Managed and additional portfolios as outlined in the MOSS Strategic Plan.
3. Financial Operations	To ensure the delivery of all services within the annual budget. Maintain high standards of financial performance reporting to MOSS and Governments.
4. Customer Focus	To provide high levels of customer service to all stakeholders/clients, internal and external.
5. Leadership	Provide inspiration and strategic leadership that fosters strong internal working relationships and a team approach to tasks and service provision throughout MOSS.
6. Adaptability and Continuous Improvement	To constantly improve on what we do by providing strategic advice, based on data and consumer consulting.
7. Risk and OHS Management	Take a lead role in the identification and mitigation of business risk as part of the management team. Ensure a safe working environment is provided to all staff within MOSS.
8. Governance and Legislation	Undertake 'good governance' practise at all times and provide advice to MOSS, Board Directors and CEO without fear or favour.

Date:

Signed:

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by the CEO

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by the Operational Manager

11. ADDITIONAL INFORMATION

Office: This position is based at 279 High Street, Northcote 3070.

Hours of work: The Agency is open Monday to Friday 9am – 5pm.

Website: www.merri.org.au

Occupational Health and Safety:

All employees are required to carry out their duties in a manner that does not adversely affect their own health and safety and that of others by reporting all incidents and injuries as well as co-operating with any measures introduced in the workplace to improve OH&S.

Equal Opportunity:

Merri Outreach Support Service is an Equal Opportunity Employer. All staff members have a responsibility to be familiar with MOSS's Workplace Bullying and Harassment Policy.

Diversity:

Merri Outreach Support Service is welcoming of applicants from diverse backgrounds and communities including Aboriginal and Torres Strait Islander people, people from Culturally and Linguistically Diverse (CALD) backgrounds, people who identify as LGBTIQ and people with disabilities.

Child Safe Organisation:

Merri Outreach Support Service promotes the safety, wellbeing and inclusion of all children and is committed to practices which instill a child safe culture. MOSS practices in accordance with the Child Safe Standards.

Employment is subject to:

- a current Working With Children Check
- a current Police Records Check
- a current Victorian Driver's Licence
- verification of qualifications

Privacy Notification:

We are collecting your personal information for the purposes of processing and considering your application for employment. We will use and disclose the information we collect from you only for these purposes. Unsuccessful job applications are retained for six (6) months and then securely destroyed.

Your personal information is kept secure and confidential and managed in accordance with Merri Outreach Support Service's Privacy Policy and Confidentiality Policy.

12. APPLICATION PROCESS AND CONTACT INFORMATION

For more information about the position please contact: **Mark Goodie 9359 5493**. Additional information about Merri Outreach Support Service can be found on the website: www.merri.org.au

Please address the **Key selection criteria** in your application and include 3 referees, at least one of whom is a current/recent supervisor.

The closing date for applications is 5pm, Monday 17 June 2019

Please forward applications to:

Mark Goodie
Chief Executive Officer
Merri Outreach Support Service
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Broadmeadows VIC 3047
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E: mark@merri.org.au