

## POSITION DESCRIPTION

Title of Position:	<b>Manager of Business and Improvement</b>		
Location:	<b>Grafton</b>	Responsible to	<b>CEO</b>
Award:	<b>Social, Community, Home Care &amp; Disability Award</b>	Hours per week:	<b>38 hrs</b>
		Delegation Level:	<b>Level 5</b>
		Remuneration:	<b>\$100k+ (TRP)</b>

### 1. Agency Statement

Anglicare North Coast (ANC) provides quality social welfare services to the communities of the North Coast of NSW as part of the Anglican Diocese of Grafton and as a member of Anglicare Australia. Our strategic direction for 2020 onwards is to grow our business by building on our culture of excellence and identity as a truly local service provider; developing our social impact through innovation and quality systems; and fostering strong partnerships. Our aim is to bring Hope in Action for people in our communities.

### 2. Broad Purpose of the Position

To support the CEO in achieving the strategic objectives of ANC through the planning and delivery of business services that provide: administrative, IT, and asset management; Accreditation, compliance, risk and quality management; and business support for the development of new initiatives.

### 3. Reporting/Working Relationships

This position reports to the CEO;  
 The position includes 4 direct reports comprising finance and administration team.  
 Close working relationships with operational managers to facilitate accreditation, compliance, risk and quality objectives;  
 Cooperative working relationships with staff in Anglicare North Coast (ANC) programs and external stakeholders including current and prospective service partners.

### 4. Duties and Responsibilities

#### 4.1 Specific

- 4.1.1 Provide line management, supervision, and developmental support to the finance and administration team.
- 4.1.2 Develop and maintain contingency arrangements for critical finance, admin and HR duties.

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- 4.1.3 Lead the delivery and improvement of operational systems for admin, IT and asset management services.
  - 4.1.4 Develop and co-ordinate systems and processes to embed organisational compliance with legislated standards.
  - 4.1.5 Develop systems to monitor, assess, analyse gaps and recommend improvements relating to quality and risk management.
  - 4.1.6 Lead and coordinate ANC's participation in relevant accreditation programs.
  - 4.1.7 Manage projects as identified through accreditation reviews, audit and system/process improvement.
  - 4.1.8 Keep abreast of best quality practice guidelines for a range of programs including Housing, Out of Home Care and Disability Services and legislative changes in these areas.
  - 4.1.9 Provide strategic support to the Executive for planning business growth, investments, and initiatives.
  - 4.1.10 Promote continuous improvement through effective work practices.
  - 4.1.11 Manage relevant database, analyse data and report on issues and/or trends.
  - 4.1.12 Assist staff to develop and implement effective strategies and plans for development of policies and procedures within work areas.

## **4.2 General**

- 4.2.1 Comply with Federal, NSW and Local Government legislation, regulations, permits and/or by laws.
- 4.2.2 Adhere to Anglicare North Coast Policies and Procedures and general conditions of employment.
- 4.2.3 Comply with funding contracts, operational guidelines, approved work plans, reporting requirements or task directives.
- 4.2.4 Adhere to budgets, delegation levels and administrative and data collection and entry duties, ensuring procedural requirements are met in a timely manner.
- 4.2.5 Comply with ANC's WHS requirements, whilst also remaining vigilant in relation to any client/customer related behavioural risk, and contribute to maintaining a safe work environment.
- 4.2.6 Maintain confidential client, personnel and organisational information in line with legislative and organisational requirements.
- 4.2.7 Work collaboratively to address service improvement requirements resulting from client complaints, stakeholder feedback and/or internal or external evaluation processes.
- 4.2.8 Participate in organisational communications and development systems such as email, staff meetings, planning & review days, quality assurance and organisational promotions and events as required.
- 4.2.9 Actively participate in supervision, performance reviews, professional development activities and training as required.
- 4.2.10 Maintain time and attendance leave and higher duty records in accordance with ANC's procedures and lodge within specified timeframes for each pay period.

## **5. Qualifications/Experience**

Tertiary qualifications in business administration, quality or management; Experience in any of the following fields: small business, contract management, local government, community services, church management, regional business development, start-ups, mergers, partnerships.

<b>Key Selection Criteria</b>	<p><b>Qualifications/ Education Training and Work Experience</b></p> <ul style="list-style-type: none"> <li>• Minimum Tertiary qualifications in a business or related discipline, post-graduate qualifications preferable.</li> <li>• Exemplary leadership and stakeholder relationship management experience</li> <li>• Proven experience in accreditation, compliance, risk and quality management</li> <li>• Demonstrated experience in the creation and evaluation of new business initiatives, and superior business case writing skills</li> </ul>
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	<p><b>Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>• Demonstrated leadership skills including clinical governance, building and leading high performing teams, change management, conflict resolution, negotiation</li> <li>• Proven expertise in leading growth and change whilst delivering against robust quality frameworks</li> <li>• Demonstrated ability to identify service gaps and opportunities, and to drive continuous improvement</li> <li>• Strong communication skills with experience leading diverse work teams, engaging community partners and working with a CEO and Board of Directors</li> <li>• Expertise in the implementation of continuous improvement and quality management systems and services.</li> <li>• Project management experience and demonstrated expertise in project management methodology</li> <li>• Passionate about ANC's purpose and ability to promote and communicate the mission and values of ANC to external and internal stakeholders.</li> <li>• Superior ability to analyse data and compile and present information, reports and correspondence</li> <li>• Advanced proficiency in Word, Excel and Powerpoint</li> </ul> <p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Excellent interpersonal and communication skills, both written and verbal, and a proven track record in engaging with a range of stakeholders.</li> <li>• Ability to work well under pressure and be flexible to changing priorities and environment.</li> <li>• Growth mindset with the ability to actively listen, process feedback, reflect, learn and help others learn</li> <li>• Authentic and visible leadership style that engenders trust and motivates behaviours that will help deliver our strategic goals</li> <li>• Demonstrated high levels of initiative and self-actualisation</li> <li>• Strong values connection with the ANC Mission, Vision and values and genuine empathetic regard for people</li> </ul>
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	<p><b>Values</b></p> <p>All employees are required to demonstrate the ANC Values:</p> <ul style="list-style-type: none"> <li>• Respect - by recognising the individual, welcoming diversity and nurturing choice</li> <li>• Inclusiveness- by creating supportive relationships and a sense of belonging</li> <li>• Compassion - by being welcoming and showing warmth, hope and empathy</li> <li>• Fairness- by enhancing and sharing our skills, experiences, knowledge and wisdom, with humility and generosity.</li> <li>• Integrity - by acting ethically, honestly and with accountability.</li> </ul>

<b>6. Special Conditions</b>
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- Some flexibility in working hours and location;
- Eligible to participate in ANC Salary Sacrificing Scheme including use of meal/entertainment card;
- Will be required to undergo Police check and Working with Children check;
- Must hold a current Drivers license recognised by the NSW RMS.