

HR 018 POSITION DESCRIPTION (SOCIAL AND COMMUNITY SERVICES LEVEL 6)

Our Mission

To share in the healing ministry of Jesus
by providing professional community services
to enhance the wellbeing of individuals and families.

POSITION TITLE	Regional Manager - Clinical & Social Services
SALARY SCALE	Social, Community, Home Care and Disability Services Industry Award 2010 Social and Community Services Level 6
EMPLOYEE NAME	
HOURS PER FORTNIGHT	76 hours per fortnight
LOCATION	Rockhampton
RESPONSIBLE TO	General Manager - Health and Wellbeing Services

PRIMARY OBJECTIVES

The Regional Manager - Clinical & Social Services is responsible for the effective delivery of all CentacareCQ's Clinical & Social Services Programs within the Rockhampton region. This key management role will be supported by the General Manager - Health and Wellbeing Services and other support functions to deliver a range of community care services that meet (and exceed) quality standards, operate within budget and align the Mission and Values of CentacareCQ.

As the local CentacareCQ representative for Clinical & Social Services, this role will establish partnerships across the region and identify new opportunities for further business development. A key aspect of this role will be to ensure services offered by CentacareCQ meet the needs of local communities.

The Regional Manager - Clinical & Social Services will be responsible for the strategic and operational management of all Clinical & Social Services business units within the region and will be expected to create and maintain a culture within the Rockhampton team that aligns to the Mission and Values of CentacareCQ.

MAIN CHARACTERISTICS OF THE POSITION *(from The Modern Award)*

As part of CentacareCQ's Clinical & Social Services Team, this position operates under limited direction from senior employees or management and undertakes a range of functions for which operational policies, practices and guidelines may need to be developed. Employees will be required to understand and implement effective staff management and personnel practices and will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees will require a good understanding of the long term goals of the organisation, set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation, and provide consultation and assistance relevant to the workplace. A high level of

MAIN CHARACTERISTICS OF THE POSITION (from The Modern Award)

interpersonal skills is required to resolve organisational issues and develop and motivate staff.

MAIN RESPONSIBILITIES (from The Modern Award)

To contribute to the operational objectives of the workplace, this position includes the following:

- Undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;
- Exercise control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;
- Negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- Control and co-ordinate a work area or a larger organisation within budgetary constraints;
- Demonstrate preparedness and capacity to work effectively and appropriately with teams;
- Actively work towards the CentacareCQ mission and within its values framework;
- Deliver culturally appropriate services;
- Other duties and responsibilities from time to time that you are competent and trained to do.

ORGANISATIONAL RELATIONSHIPS

This position works under limited direction from senior employees and will supervise staff.

EXTENT OF AUTHORITY

In this position the employee will exercise a degree of autonomy, supervise a work area, has significant delegated authority, and solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.

SIGNING AUTHORITY

Capital Expenditure	\$0	Recurrent Expenditure Please refer to BU 20D Purchase Signing Authority	\$5,000 (Budgeted) \$1,000 (Unbudgeted)
Approve Overtime	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Approve Timesheet	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Approve Leave	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Approve TOIL:	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Change Employment Conditions for Line Managed Staff (increment increases, change in hours, etc)			<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

QUALIFICATIONS, KNOWLEDGE, SKILLS AND EXPERIENCE

Some or all of the following are needed to perform work at this level:

- Comprehensive knowledge of organisation policies and procedures;
- Specialist skills and/or supervision/management abilities exercised within a multi disciplinary or major single function operation;
- Specialist knowledge gained through experience, training or education;
- Appreciation of the long term goals of the organisation;
- Detailed knowledge of program activities and work practices relevant to the work area;
- Knowledge of organisation structures and functions;
- Comprehensive knowledge of requirements relevant to the discipline.

Prerequisites

- I. A degree with substantial experience; OR a post graduate qualification; and
- II. Current C class drivers license (QLD); and
- III. Ability to obtain and maintain relevant security clearances (Positive Notice Blue Card with Yellow Card Exemption, Satisfactory Australian Federal Police Check).

APPROVAL DETAILS

NAME	Robert Sims
ROLE	Director
DATE	04/02/2019

DUTIES OF THE ROLE

The CentacareCQ Vision, Mission and Values:

- Create and maintain a culture within the team that aligns to the Vision, Mission and Values of CentacareCQ;
- Ensure all staff within the team engage with the formation activities of CentacareCQ;
- Ensure all services are delivered in a manner that aligns with the Mission and Values of CentacareCQ and the Catholic Diocese of Rockhampton.

Policy, Planning and Communication:

- Ensure activities undertaken within the region support the strategic commitment and strategies outlined in the CentacareCQ Strategic plan;
- Ensure the activities of each Clinical and Social Services business unit within the region are aligned towards the achievement of the key performance indicators (KPIs) and ensure regular reports are provided to the General Manager - Health & Wellbeing Services outlining how the business units are performing against the KPIs;
- Identify and encourage innovation across the region ensuring it is effectively planned, communicated and managed;
- Create and support a culture of "Selling/Promoting" CentacareCQ services across the region to support the expansion of services and the achievement of KPIs.

Financial and Resource Management and Control:

- Undertake the development of the operating budget for each Clinical & Social Services business unit within the region as part of the CentacareCQ Annual Budget Cycle;
- regularly (monthly) monitor and review financial performance against approved annual budget and provide feedback on variations as requested;
- Ensure adequate controls are in place to ensure the principles of stewardship are applied to all purchasing decisions made by service delivery staff;
- Identify opportunities for improving the financial performance and sustainability of each business unit through growth in revenue and/or reduction in expenditure.

Business Development and Day-to-day Operation:

- Ensure services are delivered across the region in accordance with organisation policies and procedures. Also ensure all services are provided in a manner that ensures the safety of both CentacareCQ Staff and clients;
- Undertake sufficient planning and execution to ensure all contractual requirements within the region for service delivery are met within budget guidelines;
- Identify, develop and implement business development opportunities, particularly those geared to meet local needs or contribute towards the fulfilment of CentacareCQ's Mission;
- Ensure all client complaints and worker related incidents are investigated and resolved within the required timeframes and documented through the risk management system.

Staff Leadership and Development:

- Ensure all Clinical & Social Services staff within the region know what is expected and required of them and what their roles entail. Ensure regular feedback is provided to all staff and minimum standards of documented line management records are maintained;
- Ensure all Clinical & Social Services Staff within the region are provided with training and development opportunities through the professional development plan, and ensure minimum qualification and competency levels are maintained and documented for each role;
- Ensure feedback and performance management are undertaken within the team as required and complies with CentacareCQ policies and procedures, including the completion of appropriate documentation;
- Ensure all appointments and promotions are carried out inline with the policies and procedures of CentacareCQ ensuring "Equal Opportunity" principles are applied and the most appropriate applicant is appointed.

Governance and Legal Matters:

- Ensure each employee has a workplace that is free from bullying, harassment, discrimination and sexual harassment;
- Ensure the Risk Management Framework is applied across all business units within the region and risk assessments are completed, documented and stored as required by CentacareCQ's policies and procedures;
- Ensure all workplace health and safety requirements are met within the region at all times and ensure documentation (incidents) is recorded in the risk management system wherever an incident occurs or reasonably could have occurred;
- Ensure the General Manager - Health and Wellbeing Services and other relevant managers are kept advised accurately and in a timely manner on all performance, risk, human resource, service delivery and other key organisational matters.

Internal and External Relationships:

- Participate in and represent CentacareCQ at community activities and networking opportunities to build awareness of CentacareCQ services;
- Ensure CentacareCQ is recognised as a reputable and credible provider of services through a practice of good service delivery, a safe working environment and being responsive to consumer feedback;
- Maintain effective relationships with key internal stakeholders including Managers of organisational functions, the Regional Manager - Clinical and Social Services, The General Manager - Health and Wellbeing Services and the Director;
- Actively participate in and encourage the participation of all team members in organisational events and activities.

Other Responsibilities

- Participate in regular line management;
- Undertake professional development;
- Comply with CentacareCQ's policies and procedures, as per the Quality System (including current Workplace Health and Safety legislation) and relevant legislation.

Employee's Signature:	Line Manager's Signature:
Date:	Date: