



## Job Description

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Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

**Role:** Operations Manager

**Reporting:** General Manager, Operations.

**Direct Reports:** Practice Leaders, casual pool

**Objective:**

The key objectives of the role are to:

1. Lead operations for a designated group of services to achieve client, employee, financial, resource, risk and organisational outcomes; while you work alongside key stakeholders to re-design services in that unit. Embed effective and sustainable practices throughout the service group. Manage quality, client, people, operational, financial and risk relating to the designated operational services to maximise outcomes.
2. Embed a customer and employee experience culture that delivers exceptional value and delivers on our vision, mission, values and Our Mana;
3. Create a psychologically safe space where people can learn, ask for help, innovate, connect, explore, grow and be heard.
4. Support the Senior Leadership Team (SLT) to deliver and embed strategic and operational plans and objectives.

**Operations Lead Levels:**

There are two levels for Operations Managers.

- Level 2. An Operations Manager who has responsibility for a service group in line with Civic’s operating models. A Level 2 role is classified as SCHADS Level 6.
- Level 1. An Operations Manager who has responsibility for a service group that is smaller or less complex than a Level 2 position. A Level 1 Operations Manager may be responsible for managing a smaller number of services while building a service group. Can be used for Higher Grade Duties where an employee will step into an Operations Manager role and look after a smaller number of services. A Level 1 role is classified as SCHADS Level 5.

**Duties and responsibilities:**

1. Work collaboratively as a member of the operations leadership team to create consistent, effective structures and ways of working that enable the delivery of exceptional experiences, supports and services. Advocate to the Senior Leadership Team (SLT) when barriers are identified that are cross-organisation and require a whole of business approach to resolve.



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2. Work collaboratively as a member of the Civic leadership team to deliver strategic and operational goals, embed change initiatives, and bring people and teams together as part of the Civic community.
3. Embed effective and sustainable practices throughout the service group. Manage quality, client, people, operational, financial and risk relating to the designated operational services to maximise outcomes.
4. Embed human centred design principles into service design and delivery.
5. Work with Level 1 Operations Managers to support them to design and deliver the evaluation and expansion of services in their service delivery area. Share your expertise and coach these leaders to turn their insights and understanding of the markets they operate in, into a research and evidence-based business plans that leads to successful and viable service growth and community impact.
6. Build Civics' capability and understanding of strengths and independence-based service models. Develop learning opportunities with the team to support and enhance client experiences of choice and active support to realise potential and create client experiences that matter.
7. Connect operational teams and leaders to Civic resources and supports across the business to deliver better outcomes in a collaborative way. Partner with Civic specialist teams across the business including finance, customer experience, people and experience
8. Embed Civic's mission, vision, values and Our Mana in the way we work, creating a customer and employee experience-based culture that delivers exceptional value and moments that matter.
9. Embed a high performance culture across your team by establishing clear expectations aligned to organisational and service goals and priorities. Ensure each team member is accountable for their success.
10. Lead your team in a way that enhances the employee experience and connects it to the customer experience. Set clear expectations, communicate to hear, develop talent, build capability, provide feedback, promote wellbeing and demonstrate empathy.
11. Build and maintain a community and local industry profile and network. Be a brand ambassador for Civic and our services. Take proactive steps to support Civic to meet key targets around client numbers, referrals, revenue, growth, budget, and talent targets.
12. Contribute to and lead the implementation of improved service and practice frameworks and models, to ensure alignment with client needs and expectations, research and evidence-based practice, compliance and regulatory requirements, and enhanced client outcomes
13. Support Operations Leads to understand and resolve complex concerns, complaints or where there may be complicating factors such as conflict of interest. Manage end to end when needed. Escalate to the GM or COO as appropriate.
14. Coordinate regular communication channels with Operations Leads, clients and other key stakeholders to ensure information is shared and understood. Advocate for your team, clients and service as needed.

15. Ensure compliance with internal and external standards including accreditation standards and/or guidelines, professional and clinical practice standards, work health & safety standards and contract compliance
16. Identify, monitor, report and mitigate operational risks, incidents and complaints/feedback. Manage and/or escalate issues and risks in line with critical incident and risk management requirements, as appropriate.
17. Monitor, analyse and report against operational performance, identify trends and potential areas of concern. Develop action plans to ensure organisational objectives can be achieved.
18. Participate as part of the on-call roster.

### Essential Criteria

- Degree in social work, nursing, allied health, health or similar, or substantial leadership and community services experience.
- A commitment to strengths and independence-based service models which focuses on client choice, strengths and ownership of their life and opportunities.
- Ability to demonstrate a solid understanding of Civic's operating environment including client needs and vulnerabilities, funding, legislative, and compliance requirements.
- Experience leading a team to deliver effective and delightful outcomes for clients and employees.
- The ability to connect people to the big picture, the role they play, and the role others play, in creating something incredible.
- Experience is a mid to senior management level role in disability, community, child and family, accommodation and/or aged care services.
- Experience developing and implementing plans and actions to achieve quality, client, people, operational, financial and risk targets.
- The ability to translate sometimes complex concepts, policy and legislative requirements into a language and format that clients, employees and others can understand and use.
- Strong stakeholder management capability, including the ability to network and build service referral pipelines
- A passion for creating an incredible customer and employee experience that allows people to realise their potential.
- Unrestricted Drivers Licence.