

JOB DESCRIPTION
Services Manager – Cairns & Far North
Queensland Region

29 September 2019

- POSITION:** **Services Manager – Cairns & Far North Queensland Region**
- RESPONSIBLE TO:** • Regional Leader Cairns & Far North Queensland Region
- DIRECT REPORTS:** • Senior Support Workers
• Support Workers
- OTHER KEY RELATIONSHIPS:** • Cootharinga North Queensland customers and their stakeholders
• Executive Leadership Team
• General Manager Capacity Building
• Customer Connect
• National Disability Insurance Agency
• Other stakeholders and agencies, including but not limited to:
 - Queensland State and Commonwealth Government departments
 - Regional Government authorities
 - Rostering, compliance and other key staff
 - Insurance companies and other commercial purchasers
- JOB PURPOSE:** To manage the overall delivery of support services to ensure the achievement of customer's goals and objectives.
- To ensure all supports you are responsible for are delivered within established budgets.
- To effectively and efficiently manage and lead staff and their performance with a key focus on exceptional customer service and satisfaction.
- To positively engage with customers and their families in day to day service delivery.

**ROLES & RESPONSIBILITIES: Services Manager – Cairns & Far North
Queensland Region**

As a Senior Leader:

1. Provide effective leadership, support and guidance to your teams, consistent with the Vision, Values, Purpose and Strategic Directions of Cootharinga North Queensland.
2. Effectively model our organisational structure and work together with all Senior Leaders to deliver collaborative leadership across the organisation, to achieve customer and business outcomes.
3. Take responsibility to work with your peers to deliver evidence-based, effective and tailored communication across all Cootharinga North Queensland staff groups and business activities.
4. Effectively implement and communicate Cootharinga North Queensland's Strategic Directions and business strategies.
5. Participate in the development and ongoing review of your area's budget and take responsibility for the management of business, human and physical resources at your disposal to deliver effective financial performance for your areas of operation.
6. Assure adherence to Cootharinga's Governance and Policy framework.
7. Work effectively with Regional Leaders overseeing your area of operation and with the Executive Leadership Team, in general.

Customer Service

8. Take ownership of Cootharinga's approach to, and reputation for, excellence in customer service, instilling the same in your staff.
9. Actively seek and action feedback from staff and customers to improve service and identify opportunities for improved customer outcomes.

Leadership

10. In conjunction with the Regional Leader, ensure retention of quality staff through identification of training needs, providing support, mentoring and developing future leaders.
11. Drive and extend positive relationships with key internal and external stakeholders
12. Provide feedback to staff and management on objectives, performance and changes within Cootharinga, the industry and your Region.
13. Foster close liaison and cooperation across all services of Cootharinga.
14. Actively manage and lead the performance of direct reports ensuring an overall high performing team.

Business Performance

15. Take ownership for delivery of services to a high quality and within agreed budgets.
16. Achieve business growth through the extension of relationships with customers and family members and within the community.
17. Prepare, own and manage budgets, management reports and services related quotes.

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General

18. Identify, develop, implement and review strategies, procedures and controls in order to achieve budget targets.
19. Ensure timely and accurate updating of information in all business systems.
20. Ensure services are provided so as to adhere to relevant industry legislation and standards.
21. Undertake other roles and responsibilities as assigned, and deemed appropriate by the Regional Leader, to meet business and service delivery requirements that fit within both your direct and transferrable skills and experience.

KEY RESULT AREAS:

1. Monitor the performance and effectiveness of the services within established budget parameters.
2. Monitor, support, manage and lead staff for high performance.
3. Ensure customer satisfaction and positive engagement.
4. Achieve business growth through the extension of relationships with customers.
5. Manage the service provision in accordance with relevant legislative requirements.
6. Foster close liaison and cooperation across all business units within Cootharinga.
7. You will be required to enter into an annual *Developing High Performance – Performance Agreement*, which will outline specific performance indicators, targets and stretch targets and learning outcomes relevant to our business environment.

GENERAL PROVISIONS:

1. It may be necessary for the Services Manager to work outside standard hours and some remote travel may be required periodically and with notice. Some interstate travel may be required from time to time.
2. You will be expected to work independently/autonomously, at times, and also as a contributing member of a team.
3. In consultation with you, Cootharinga North Queensland may alter the duties of this position by 25% to meet business and service delivery requirements without a requirement for job redesign.

SELECTION CRITERIA

ESSENTIAL:

1. Ability to develop, manage and lead a high performing team.
2. Ability to manage business performance and achieve targets whilst operating within agreed budgets.
3. Proven excellence in verbal and written communication, and highly developed interpersonal skills within a range of people, groups and audiences.
4. Ability to implement procedures and practices in accordance with organisational policy within a changing environment.
5. Confidence in working in a technologically advanced and changing business environment.
6. "C" class drivers Licence
7. Current Senior First Aid Certificate.
8. Must hold or have the ability to obtain all necessary licensing, checks and qualifications relevant to the industries that we operate in.

DESIRABLE:

9. Relevant Tertiary Qualifications and experience in relevant industry.
10. Experience or experience within the National Disability Insurance Scheme (NDIS), Aged Care Funding and/or other Government funding streams.