

# Position Description

## Group Manager



<b>Position Title:</b>	NRH Community Villages Group Manager [South]	
<b>Reports To:</b>	Executive Manager, Housing Services	
<b>Direct Reports:</b>	Village Manager, Case Worker and Support Worker positions across Southern Group Villages – Wollongbar, East Lismore, and Evans Head	
<b>Hours of Work/Status:</b>	38 hours per week / 12 week internal secondment	
<b>Modern Award Classification</b>	Social, Community, Home Care and Disability Services Industry Award [MA000100] Level 6	
<b>Location</b>	Northern Rivers NSW	
<b>Position Objective:</b>	<p>The NRH Community Villages Group Manager is responsible for managing all the community villages in the allocated Group on a daily basis having an overarching view of the operations, team performance (staff and contractors), resident management issues management, risk management and control mechanisms, legislative and contractual compliance, budget and reporting.</p> <p>In collaboration with the Executive Manager, Housing Services the role will be critical in maintaining strong relationships with partners required to ensure effective engagement and referrals to support services to meet the overarching outcomes of the Program.</p>	
<b>Qualifications / Experience</b>	<p><i>Essential</i></p> <ul style="list-style-type: none"> <li>Degree level qualification in a human services, project management, business or other relevant and / or equivalent knowledge, skills and experience</li> <li>Extensive experience in leading and developing a team to deliver a program of services to people with complex trauma backgrounds</li> <li>Sound understanding and demonstrated model of care principles including person centred practice</li> </ul>	
<b>Key Relationships:</b>	<i>Internal</i>	<i>External</i>
	<ul style="list-style-type: none"> <li>Executive Manager, Housing Services</li> <li>Community Engagement Manager</li> <li>Allocations Officers</li> <li>Locational Village Managers</li> <li>NRH Team members working in the program</li> <li>Asset Management Team</li> <li>Executive Management Team members</li> </ul>	<ul style="list-style-type: none"> <li>NRH Community Village Residents</li> <li>Department of Communities and Justice</li> <li>Services NSW</li> <li>NSW Reconstruction Authority</li> <li>Local health and human services providers</li> <li>Police and Emergency Services</li> <li>Community agencies, including support services providers</li> </ul>
<b>Summary of Key Areas:</b>		
	<ol style="list-style-type: none"> <li>Group Services Management</li> <li>Service Delivery and Administration</li> <li>Client Focus</li> <li>Partnerships</li> <li>People Leadership</li> <li>Safe System of Work</li> </ol>	
<b>1. Group Services Management</b>	<ul style="list-style-type: none"> <li>Coordinate the day-to-day operations of the Group, ensuring NRH is able to deliver its contracted Services</li> <li>Ensure that direct reports have a clear understanding of their roles and responsibilities</li> <li>Provide guidance to ensure team members are equipped with the skills and knowledge to meet challenges and to complete work tasks effectively</li> <li>Act as a role model to facilitate a person-centred team culture that is constructive, supportive and in line with our values</li> </ul>	

	<ul style="list-style-type: none"> <li>• Develop and implement efficient work practices and schedule meetings of NRH Community Villages staff, in order to review work activities in branches and take remedial action where achievement of key objectives and timelines are at risk.</li> <li>• Oversee team workflow to ensure service provision is meeting both the internal and external stakeholder expectations as well as program implementation bodies and / or formal service level agreements</li> <li>• Achieve all specified financial and operational targets within agreed timeframes</li> <li>• Manage team performance and development through the NRH People and Performance management system setting and monitoring work plans and, formal and informal feedback</li> </ul>
<b>2. Service delivery and administration</b>	<ul style="list-style-type: none"> <li>• Assist with strategies to meet key business performance indicators such as KPI's based on the program Contract</li> <li>• Ensure resident involvement in developing community in accordance with NSW Government and NRH policies and procedures NRH</li> <li>• Manage team members in the implementation of policies and procedures</li> <li>• Work with other specialised services, roles and agencies to bring the full strength of the program to support flood impacted residents</li> <li>• Under direction of the Executive Manager, Housing Services prepare responses, reporting, and presentations to senior management, NRH Board and NSW Reconstruction Authority</li> <li>• Proactively identify opportunities to improve business information to support strategic and operational decision-making processes</li> <li>• In consultation with staff create Policies, Procedures and protocols which cover Program wide matters: <ul style="list-style-type: none"> <li>○ Input into the writing of documents</li> <li>○ Monitor implementation</li> <li>○ Review for effectiveness</li> </ul> </li> <li>• Engage a risk based approach to daily operations (considering the organisational risk profile, reputational risk, safety risk) and monitor effectiveness of control mechanisms.</li> <li>• Ensure Safety Compliance with both legislative and contractual arrangements are met (including issues and incident report)</li> </ul>
<b>3. Client Focus</b>	<ul style="list-style-type: none"> <li>• Develop a person-centred service delivery culture based on NRH values and the principles of personal accountability, collaboration and teamwork, to improve and sustain client satisfaction and outcomes</li> <li>• Ensure residents in the Villages are provided with clear and honest information empowering them to participate in identifying and creating their own solutions</li> <li>• Maintain regular and meaningful communications with relevant stakeholders including current and prospective Village residents ensuring they are provided with information on matters that impact them</li> <li>• Create and manage processes with health and any external human services providers to ensure people receive the supports required</li> <li>• Initiate and facilitate case planning and regularly review, including cross-agency collaboration</li> <li>• Act as the primary approval point for expenditure to broker goods and services to clients, in line with the Program Guidelines for brokerage and NRH policies and procedures.</li> </ul>
<b>4. Partnerships</b>	<ul style="list-style-type: none"> <li>• Participate on NRH Community Villages committees, reference groups or panels</li> <li>• Develop internal partnerships to ensure co-design with stakeholder of program processes including referral, allocations review, and responses to issues that threaten the sustainability of the residency</li> <li>• Develop partnerships with external health and human service agencies that will support residents and make progress towards their individual goals. Involve external service providers in development of support plans, ongoing support and care coordination</li> <li>• Participate in external initiatives to gain access for clients, including the Northern NSW Local Health District</li> <li>• Promote the NRH Community Villages Program to attract engagement and participation from the social and human services system in this region: including local government; financial counselling services; material aid services and health and education services</li> </ul>

<p><b>5. People Leadership</b></p>	<ul style="list-style-type: none"> <li>• Model behaviours that demonstrate commitment to NRH’s Code of Conduct, ensuring self and team probity and ethical behaviour in all dealings and interactions</li> <li>• Provide open, proactive and visionary leadership to mentor and develop the NRH Community Villages Program to deliver effective service, operational and financial performance</li> <li>• Maintain a positive working culture that creates conditions conducive to attracting, developing and retaining staff</li> <li>• Effective recruitment, employment, performance management, development, training and termination of NRH Community Villages staff</li> <li>• Liaise with Executive Team on the translation of strategic plans into operational plans</li> <li>• Ensure that all new NRH Community Villages staff are adequately inducted and oriented to NRH’s personnel policies and procedures.</li> <li>• Implement, monitor and maintain strong customer service focus within the NRH Community Villages.</li> </ul>
<p><b>6. Safe System of Work</b></p>	<p>All NRH staff have a duty of care and a legal obligation to ensure that they:</p> <ul style="list-style-type: none"> <li>• Accept personal responsibility for maintaining safe workplace and work place</li> <li>• Understand and work to NRH’s Code of Conduct and Work Health and Safety (WHS) policies, procedures and work instructions;</li> <li>• Undertake work in a manner that is not harmful to your health and safety and the health and safety of others;</li> <li>• Ensure that contractors undertake work in a manner that is not harmful to their health and safety or the health and safety of others.</li> <li>• Work in compliance with WHS system requirements and workplace environments, in particular; manual handling, personal protective equipment and emergency situations;</li> <li>• Comply with Risk Management policies, procedures and work instructions;</li> <li>• Monitor workplace conditions and report ideas which may improve workplace health and safety; any work related or personal injury or illness; and hazards and incidents;</li> <li>• Correct minor hazards where applicable; and Attend and actively participate in WHS and other mandatory training.</li> </ul> <p>All Managers and supervisors are directly responsible for workplace safety within areas under their control. This includes the physical aspects of the work and the workplace as well as the risks of bullying, harassment, and stress in their area of management.</p> <p>Managers and supervisors must, in consultation with staff:</p> <ul style="list-style-type: none"> <li>• Identify risks and hazards;</li> <li>• Take all reasonably practicable steps to eliminate or minimise those risks and hazards;</li> <li>• Monitor effectiveness of steps taken to ensure health and safety;</li> <li>• Where an incident or injury has occurred, take remedial action (and maintain records of this) to eliminate or minimise the hazard that caused the incident or injury;</li> <li>• Arrange for appropriate training;</li> <li>• Ensure that where they do not have the resources or authority to take action to comply with their responsibilities for ensuring safety and health, they will promptly notify the appropriate Officer with the power to implement.</li> </ul>
<p>Other duties as directed by the line manager.</p>	
<p><b>Critical Competences:</b></p>	<p><b>Action Oriented</b> - Enjoys working hard; is action oriented and full of energy for the things that the incumbent sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.</p> <p><b>Client Focus</b> - Is dedicated to meeting the realistic expectations and requirements of internal and external clients; gets first-hand information and uses it for improvements in products and services; acts with clients in mind; establishes and maintains effective relationships with clients, stakeholders and service providers and gains their trust and respect</p> <p><b>Composure</b> - Is cool under pressure; does not become defensive or irritated when times are tough; is considered mature; can be counted on to hold things together during tough times; can handle stress; is not knocked off balance by the unexpected; doesn’t show frustration when resisted or blocked; is a settling influence in a crisis.</p>

	<p><b>Resilience</b> - Be open and honest, prepared to express your views, and willing to accept and commit to change; Show drive and motivation, an ability to self-reflect and a commitment to learning</p> <p><b>Approachability</b> - Is easy to approach and talk to; spends the extra effort to put others at ease; can be warm, pleasant, and gracious; is sensitive to and patient with the interpersonal anxieties of others; builds rapport well; is a good listener; is an early knower, getting informal and incomplete information in time to do something about it.</p> <p><b>Interpersonal and Written Communication</b> - Is able to communicate clearly and succinctly in a variety of interactions, settings and styles; can get messages across that have the desired effect; possess a firm grasp of grammar, spelling and the ability to format and style professional business correspondence; actively listens to others</p>
<b>I have read, understand and accept the above Position Description relating to the Position I have been appointed to:</b>	
<b>Name:</b> _____	<b>Signature:</b> _____
<b>Date:</b> _____	
<b>Manager's Name:</b> _____	<b>Signature:</b> _____
<b>Date:</b> _____	