

Position Description

Head of Operations – Disability & Aged Care Services



Reports to:	Group Chief Executive Officer	Classification:	Executive Contract
Approved By:	Group Chief Executive Officer	Approval Date:	Draft
Business Unit:	NDIS Operations	Direct Reports:	TBC

Primary Position Objective:

The Head of Operations – Disability Services is accountable for all ITEC Health’s disability service delivery operations where there is a direct interaction with the client.

Services that are the responsibility of this role include:

- Supported living
- Community access
- Home care & CHSP
- Behavioural support and counselling
- Support Coordination
- Plan management

The position is responsible for leading and driving the performance delivery of high-quality services that meet the needs of clients and their families and provide them with choices in support to assist them to live the live they choose.

The position is responsible for contributing to the development of strategic and operational plans, implementing the operating plan to deliver strategic objectives and ensure that operations continue to adapt in a complex evolving environment, operate efficiently, effectively, and profitability whilst remaining compliant.

As a member of the Executive team and reporting to the Group CEO, the position forms part of a collaborative group of leaders providing oversight of organisational performance, financial management and organisational risk management.



Organisational Overview:

ITEC Health is a business unit of Individual Empowerment Network Pty Ltd, (“ITEC Group”), a family-owned for-profit organisation. The ITEC Group provides human services including:

- Disability care
- Allied health and specialised supports
- Out-of-home youth care
- Employment services
- Home care services for seniors
- Property management

Vision:	Empowering potential.	
Purpose:	Humanity through business.	
Principle’s:	Everything we do should be good for the our clients and the community, the environment, business partners, and shareholders.	
Values:	Safety	We ensure the physical safety and wellbeing of each other, our clients, and the environment.
	Integrity	We are accountable, do the right thing, and do what we say we will do.
	Curiosity	We think differently and look for ways to do things better.
	Passion	We are enthusiastic and work together to make things happen
	Respect	We, care, are inclusive and put people first.



Organisational Accountabilities:

The behaviours required to be successful in how we go about doing our jobs.

<p>Safety Always</p>	<ul style="list-style-type: none"> ▪ Work in a way that considers your health, safety, and well-being and of others. ▪ Report fit for duty and not negatively affected by alcohol, drugs, medications, or other substances. ▪ Complete site inductions. Wear and maintain PPE and clothing correctly. ▪ Ensure all work areas are maintained in safe condition. ▪ Identify, report, and record all safety hazards, incidents, and injuries. ▪ Participate in WHS training, consultation, and communications meetings.
<p>Positive Working Relationships</p>	<ul style="list-style-type: none"> ▪ Work collaboratively as part of a team to achieve our goals. ▪ Facilitate good working relationships with the community, clients, their families, and carers, and all parts of ITEC Group through clear communication and a willingness to work towards positive solutions and outcomes. ▪ Initiate and maintain contact and communicate with fellow workers, families and other people involved with the service and in the life of the client.
<p>Client Wellbeing & Safeguards,</p>	<ul style="list-style-type: none"> ▪ Promote and safeguard the rights and wellbeing of clients so that they are recognised, respected, protected and fulfilled. ▪ Deliver quality, client centred services, that comply with applicable practice standards and company policies, procedures, and management directions.
<p>Culture & Diversity</p>	<ul style="list-style-type: none"> ▪ Respect the client culture, diversity, values ,and beliefs always and in all client interactions.
<p>Quality and Continuous Improvement</p>	<ul style="list-style-type: none"> ▪ Become familiar and follow ITEC’s management systems including policies, procedures guidelines and management instructions. ▪ Strive for and promote a continuous improvement culture in all things that you do. ▪ Be open to new ways of doing things that enhance the quality of life of our clients; respond to challenges with innovative ideas and solutions. ▪ Identify, report, and record all non-conformances and opportunities for improvement.

Position Specific Responsibilities:

Key Result Area	Key tasks
<p>Strategic Leadership</p> <p>Indicative Time Allocation: 20%</p>	<ul style="list-style-type: none"> ▪ Inspire and lead a high performing, collaborative, and accountable team, while creating and fostering a culture of continuous improvement. ▪ Modelling and promoting ITEC Group’s values through exemplary professional & personal conduct and commercial practice. ▪ As a member of the Executive Team, contribute to the company’s strategic direction, operating plans, and operational delivery of strategic objectives. ▪ Be accountable for operational performance including both delivery of strategic projects to optimise business performance, and the delivery business-as-usual operational plans and budgets/forecasts and monitoring of performance. ▪ Provide specialist and high-level leadership and advice to the Group CEO on strategy, and solutions to enable optimal delivery of services. ▪ Lead direct reports and their staff in the design, development, implementation, and delivery of innovative, high-quality services (service excellence). ▪ Effectively manage financial and organisational sustainability through superior business acumen, systems thinking, and the delivery competitive services. ▪ Develop and effectively manage a change management program to deliver operational effectiveness, the digital transformation to improve customer experience and staff efficiency, and best practice processes to ensure quality services, compliance and financial sustainability. ▪ Contribute to enhance ITEC Health’s reputation for service excellence. ▪ Lead the response to significant client, quality, and compliance issues.
<p>Culture and People Management</p> <p>Indicative Time Allocation: 20%</p>	<ul style="list-style-type: none"> ▪ Lead, manage, coach and performance manage for optimal individual and team performance outcomes based on clear deliverables and measurable results. ▪ Ensure that there is a positive, healthy culture that is aligned with strategy. ▪ Communicate with direct reports and their teams to ensure strategic direction and objectives are understood and implemented, and that barriers to implementation are identified and resolved. ▪ Establish role clarity for direct reports and other key roles to ensure that there is a clear understanding of levels of responsibility and accountability and when it is appropriate for matters to be escalated to this role. ▪ Manage and balance workflow and workloads, ensure the team has the required capabilities and is developed. ▪ Ensure development plans are in place and implemented for all roles.



Key Result Area	Key tasks
<p>Governance, Risk, Compliance</p> <p>Indicative Time Allocation: 10%</p>	<ul style="list-style-type: none"> ▪ Ensure that the Group CEO is kept informed of operational performance and issues of significance impacting services through regular reports and updates. ▪ Ensure that operational risks associated with the delivery of services are identified, assessed, and controlled, and that strategic risks and risk mitigation strategies are document and monitored via the operational risk register. ▪ Ensure quality management and compliance systems are functional, effective, fit-for-purpose and continually improving and adapting to business needs, the quality improvement plan is developed and implemented and non-conformances and opportunities for improvement are reported and acted upon in a timely manner. ▪ Ensure the services meet requirements within the NDIS and other compliance frameworks, systems and reporting processes are in place and adhered to comply with all legislative, regulatory, and regulatory requirements. ▪ Review and continuously improve governance arrangements and clarity of roles and responsibilities across activities. ▪ Overseeing external reporting to thew NDIS and NDIS Quality and Safeguards Commission.
<p>Operational Deliverables</p> <p>Indicative Time Allocation: 25%</p>	<ul style="list-style-type: none"> ▪ Develop, implement, and continuously improve operations strategies to optimise achievement of ITEC Health objectives in line within the approved operating plans, budgets and/or forecasts. ▪ Implement and utilise continuous feedback mechanisms to assess the business effectiveness of services and report operational KPI's ("ITEC nervous system"). ▪ Lead and drive innovation initiatives to improve service quality, improve agility, efficiency and support requirements of a mobile workforce providing services to clients in all service settings. ▪ Enhance and maintain current critical operation processes and systems and lead planning of future development of strategy relevant to operations. ▪ Critically analyse and assess business issues and performance, and identify and evaluate options to improve the organisations performance and financial position. ▪ Ensure that a strategic approach is taken in managing and optimising the frontline service delivery workforce and there is ongoing planning occurring to identify future workforce requirements.
<p>Sustainable Growth</p> <p>Indicative Time Allocation: 10%</p>	<ul style="list-style-type: none"> ▪ In consultation with business stakeholders, develop and implement plans to build organisational capability to equip the organisation for success in a competitive NDIS environment, including sustainable capability building strategies and deliverables. ▪ Identify opportunities to grow and/or diversify ITEC's services and contribute to the development of tender and grant submissions. ▪ Explore innovative service models to ensure that ITEC Health is positioned to take advantage of changes and sector trends being driven by customer preference, and/or scheme or regulatory changes.



Key Result Area	Key tasks
Financial Management Indicative Time Allocation: 10%	<ul style="list-style-type: none"> ▪ Contribute to the budget/forecast development processes. ▪ Ensure effective monitoring and reporting of operational and capital expenditure in relation to budgets. ▪ Collaborate with Executive colleagues to build business intelligence on service delivery, labour workforce management and financial reports. ▪ Meet financial targets, ensuring that financial benefit is maximised aligned with NDIS and other funding frameworks.
Stakeholder Relationships Indicative Time Allocation: 5%	<ul style="list-style-type: none"> ▪ Build and maintain dynamic partnerships and work collaboratively with other disability, community, health sector and education organisations. ▪ Foster and maintain productive and mutually respectful working relationships with Government, Statutory and other relevant groups/bodies.

Selection Criteria

Mandatory Requirements	<ul style="list-style-type: none"> ▪ National Police Check ▪ NDIS Worker Screening Check
Qualifications	<ul style="list-style-type: none"> ▪ Post Graduate qualification (i.e. master’s degree) in Business, Health Administration, Disability Services, , or other relevant discipline.
Professional Experience and Key Knowledge Areas	<ul style="list-style-type: none"> ▪ Proven experience as a senior leader of operational services preferably in a complex, diverse, medium to large multi-disciplinary and multi-site environment (Disability, Community or Health Industry experience an advantage) ▪ Demonstrated ability to understand organisation-wide issues to inform strategy regarding service delivery models and associates costs and margins. ▪ Demonstrated capability to drive change in a complex evolving environment. ▪ Demonstrated leadership capability to drive development of a culture of service excellence and continuous improvement. ▪ Demonstrated high level of financial management skills and business acumen. ▪ Demonstrated exceptional communication, negotiation, influencing and advocacy skills and the ability to effectively manage internal and external stakeholder relationships. ▪ Demonstrated knowledge of the NDIS environment and associated quality and safeguard standards / NDIS Practice Standards , other compliance frameworks including: <ul style="list-style-type: none"> ▪ State-based Disability Acts ▪ ISO 31000: 2018 Risk Management ▪ AS/NZS 4801 Workplace Health and Safety and WHS Acts & Regulations ▪ AS ISO 37301:2023 Compliance Management Systems ▪ AS/NZS ISO 9001:2016 Quality Management Systems ▪ Demonstrated ability to effectively identify, manage /mitigate organisational risk. ▪ Demonstrated knowledge of contemporary work force management practices and industrial relations.