

1.0 POSITION TITLE: Operations Manager

2.0 JOB DESCRIPTION

The Operations Manager is responsible for providing high level executive and administrative support to the CEO to ensure the day to day operations of Co.As.It. run smoothly and according to policies, procedures and in alignment with funding guidelines.

The position forms part of the operations management team and is expected to display a high level of professionalism, confidentiality and discretion. These are paramount due to the nature of the role and information being shared by Management. Effective communication and close liaison with Management is always required.

Co.As.It.'s service delivery caters for the general community as well as clients from a CALD background and the Operations Manager is expected to have an understanding of the culturally and linguistically diverse communities it delivers business to.

3.0 RELATIONSHIPS

- The Operations Manager is directly responsible to the CEO.
- Day to day consultation is with the Management team.
- Regularly liaises with the Quality and Compliance Manager, ensuring operations in line with Co.As.It. policies, procedures and guidelines/principles.
- Works collaboratively with Team Leaders, Coordinators and Supervisors to ensure the operations are in accordance with various program guidelines and principles.
- Liaises with other agencies as required.

4.0 DUTIES

Provide high level day-to-day support to the CEO with the following tasks, but not limited to:

4.1 Operations and Systems

- Provide oversight for all program operations, ensuring they comply with Co.As.It. policies, procedures, relevant program guidelines/regulations and accreditation standards.
- Maintain constant communication with Team Leaders/Coordinators/Supervisors to ensure proper operations of Co.As.It.
- Liaise and work collaboratively with Team Leaders/Coordinators/Supervisors to ensure that operational activities remain effective and efficient.
- Continuously identify opportunities for process improvements.

- Develop and streamline best practice quality assurance methods.
- Carry out the directives and implement the decisions of the CEO.
- Investigate and promptly report mandatory reporting requirements for aged care (SIRS).
- Monitor outputs and service performance, ensuring all program KPIs are met and according to relevant government funded program. Report concerns to CEO.
- Adopt a continuous improvement approach by evaluating delivery of services, process and policies. Encourage and support staff to actively contribute to continuous improvement strategies.

4.2 *Quality Management and Regulatory Compliance*

- Keep abreast of changes in the aged care and disability industry, regulations, and program guidelines and standards and assess the potential impact of these changes on company processes. Liaise with Compliance and Quality Officer.
- Ensure Co.As.It. activities are carried out within regulatory frameworks. Inform and liaise CEO where improvements or changes are required.
- Contribute to the company's policies and procedures, systems and strategies that support programs and services to achieve objectives and delivery high quality care and services. Make recommendations and draft where required, and with CEO's approval, implement improvements that enforce compliance standards.
- Ensure staff are informed of policy and procedure changes and other significant quality activities impacting on compliance and operations.
- Promote and support a culture that enables staff to understand quality and compliance required to meet relevant current standards, guidelines and legislative obligations.
- Handle complaints, investigate and where possible resolve them quickly, working collaboratively with relevant Team Leaders and/or Coordinators. Always ensuring the CEO is informed.
- Work collaboratively with the Quality and Compliance Officer to complete annual feedback process, analyse feedback, address concerns related to operations and implement improvements where required.
- Participate in accreditation processes, working closely with Quality and Compliance Manager in the preparation of relevant documentation.
- Complete internal audits to ensure operations are in line with Co.As.It. policies, processes, program guidelines and other regulations, when requested. Liaise with Quality and Compliance Manger as required.
- Work collaboratively with Quality and Compliance Manager when preparing Service Provision Agreements related to Home Care Packages. Complete process when Quality and Compliance Manager is on leave.

4.3 *Resources/Staff*

- Participate in recruitment of staff.
- Prepare recruitment documentation such as advertisements and employment contracts.

- Ensure the on-boarding experience of new employees is adhered to and staff are orientated appropriately.
- Prepare and/or update job descriptions to reflect requirements of positions.
- Develop and maintain strong relationships with staff to foster open communication, motivation and teamwork.
- Provide support and guidance to staff members to optimise their engagement and performance.
- Identify staff learning and training needs to enhance staff performance and efficiency.

4.4 *General*

- Overlook and support the planning of company events eg. community events, Christmas events.
- Carry out all administrative duties in relation to responsibility of tasks.
- Assist in other duties from time to time that are broadly consistent with this job description.
- Always represent Co.As.It. unitedly and positively, safeguarding the reputation and integrity of the company at all times.
- Attend and actively participate in meetings, where required.
- Promote Co.As.It.'s services within the community.
- Promote a working environment that supports and embraces cultural diversity.
- Carry out all duties with respect to Co.As.It.'s policies and procedures.
- Complete monthly STRC (Short Term Restorative Care) claims and reconcile, as requested.
- Approve charges for client cancellations and/or variances, as requested.

4.5 *Do other such duties as may be directed by the CEO.*

5.0 SELECTION CRITERIA

- Qualification in business management or equal experience in a similar position within a community organisation.
- Strong knowledge of aged care and disability industry.
- Professional attitude with high work ethics.
- Exceptional leadership and communication skills.
- Ability to promote efficiency toward achieving business objectives.
- Advanced knowledge of best business practices.
- Highly developed communication and interpersonal skills.
- Demonstrated ability to build effective relationships with all levels of staff.
- Strong organisational skills and ability to multi-task and problem solve.
- Excellent writing skills.

- A high level of tact and confidentiality.
- Ability to be responsive, flexible and agile in response to changing industry.
- Excellent attention to detail in preparing materials, managing sensitive information and processing of tasks.
- Comprehensive understanding of relevant standards and legislations related to aged care/disability services/community services.
- Integrity and ethical awareness due to confidentiality of Co.As.It.'s affairs.
- Ability to interact and work cooperatively with Management and others in a team environment.
- Ability to follow directions and respect decisions and requests by made by Management.
- Excellent computer literacy, confident and capable in using systems and technology as required for the position.
- Excellent critical thinking skills and the ability to exercise good judgement and the ability to function in a rapidly changing work environment.

6.0 STANDARDS OF PERFORMANCE

Performance appraisals will comprise of the following key performance criteria.

- Duties are performed to a high level of accuracy and confidentiality.
- Timely and appropriate liaison with other staff and external bodies.
- Demonstrates commitment to the objectives of the work area and the organisation and shows considerable drive and effort in achieving work targets.
- Improves efficiencies in work operations.
- Performing the duties with integrity and ethical awareness due to confidentiality of Co.As.It.'s contracted affairs and demonstrating the following:
 - Self-motivated and inspirational.
 - Can-do attitude with an overall drive and passion for work.
 - Demonstrated organisation fit with the ability to work within a culture and values framework.
 - Team player with ability to work with others in a spirit of trust, respect, reflection and accountability.
 - Versatility and flexibility – ability and willingness to work within and adjust to constantly changing priorities with enthusiasm.
 - Adaptable with resilience to work in difficult situations and willingness to work beyond the role description when required.
 - Ability to represent Co.As.It. in a culturally appropriate and professional manner at all times.
- High standard and precision in written documents.
- Ability to plan and organise work to ensure schedules and timelines are met.
- Ability to problem solve.
- Strong knowledge of aged care and disability industry, regulations, and all program guidelines and standards.
- Proficient in the operation of the relevant software programs to achieve tasks.

- Communicate professionally and effectively with CEO and at all other levels internally and externally.
- Evidence of performing beyond the role description for the benefit of the company.
- Perform the duties and responsibilities with a high degree of sensitivity to cultural issues and protocol.
- Abide by Co.As.It. policies and procedures and program guidelines.
- Strong knowledge of Co.As.It.'s policies and procedures.

7.0 PERFORMANCE MANAGEMENT

Any issues and concerns in reference to the performance and responsibilities according to the KPI noted in point 6, will be discussed at regular intervals and opportunities provided to improve. Performance management if applicable will be provided by the CEO.