

POSITION DESCRIPTION

Position Title:	Group Manager Support Services
Department/Location:	Community and Aged Care This role will require extensive travel to various sites.
Employment Status (Full-time/part-time/casual/fixed term):	Full-time
Reports To:	Director, Community and Aged Care
Direct Reports:	Domestic Services Manager; Procura Project Manager; Client Information Manager; Administration Support Team; Services Administration Team
Key Relationships/Interactions:	Internal: Community and Aged Care Leadership Team; Practice & Development Team; Community and Residential services staff; Diocesan Shared Services
	External: Government Departments, Agencies, Other Regulatory Bodies; Clients & Residents

About Spiritus:

Our **Vision**

To create a more caring, just and inclusive society consistent with the teachings of Christ.

Our **Mission**

As a caring ministry of the Anglican Church we will:

- enrich people's lives through compassionate service and advocacy for social justice in partnership with communities and parishes;
- respond with innovation and courage to the needs of our community, especially those most at risk; and
- demonstrate a passionate and determined commitment to excel as leaders in quality caring service.

Our **Values**

Dignity: We accept, value, encourage and empower others to pursue their personal goals

Respect: We exhibit profound respect, integrity and humility in all our relationships

Care: We demonstrate thoughtful stewardship and take personal responsibility in all we do

Joy: We actively embrace opportunities to share, and experience, hope and happiness

Our **Strategic Intent**s

Exceptional Quality Care: We will deliver excellent quality services with a commitment to respect the needs and rights of every individual.

Social Justice: We will champion social justice through research and advocacy to benefit members of our community, especially those who are disadvantaged.

Distinctive Culture and People: We will attract and retain people through a culture which embodies our values and encourages each person to do and be the best they can.

Robust and Sustainable: We will ensure our organisation is robust and sustainable with excellent processes and systems.

Valued Part of the Anglican We will be recognised as, and have a sense of being, a valued part of the Anglican Church.

Church:

Our Environment

Spiritus is an Anglican not-for-profit organisation providing caring and supportive services in partnership with government and other support organisations, to respond to identified needs in our community.

Spiritus is committed to enacting a Christian response to social and community welfare issues and aged and community care needs, particularly with respect to disadvantaged members of the community. Whilst serving the community as a whole we value and respect the needs, rights and personal choices of the individual.

Spiritus is the name for all services operating within the Anglican Community Services which was formed by the combination of St Luke's Nursing Service, Anglican Care of the Aged and Anglicare Southern Queensland.

The Anglican Community Services Commission (ACSC) operates under a Diocesan Governance Canon defining its role in terms of Corporate Governance, Strategic Direction of the organisation and the regulation of Management, and reports to the Archbishop in council. The Canon authorises the ACSC to operate in the areas of community welfare, social justice, health, aged and community care.

All Spiritus services are enhanced and supported by a centralised Shared Services structure.

Position Statement / Overall Purpose:

The Group Manager Support Service's major responsibility is to provide leadership and direction relative to the efficient and effective development and operations of an allocated group of key functions to enable the provision of client-centred domestic services models, contemporary and relevant client information services and systems, and centralised administration services to support the Community and Aged Care stream, under the appropriate delegation of authority.

The Group Manager Support Services has responsibility for developing contemporary, consistent, responsive and financially viable support services that facilitate the delivery of the organisation's strategic intents.

The Group Manager Support Services is also responsible for the leadership and facilitation of a designated specialist portfolio, Administration Services, and for other strategic initiatives where assigned; under the leadership and direction of the Director Community and Aged Care.

This role will work in accordance with the values of the Spiritus and support core business by providing guidance and advice within this position's specialty area.

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Key Selection Criteria: (includes education, experience, skills and knowledge required)

Essential:

1. Relevant qualifications in business management, or demonstrable equivalent experience.
2. Substantial experience in a senior management role and evidence of applying contemporary management processes relevant to achieving organisational goals.
3. Evidence of demonstrable business improvement initiatives.
4. A track record of successful business management – human, technical and fiscal.
5. Mature interpersonal/communication skills (written and oral) and proven ability to motivate and influence the workforce to achieve organisational goals within a team environment.
6. High level of problem solving and decision making skills.

7. Experience in leading successful change management and the building of a strong success-oriented and empowered team culture.
8. Proven ability to implement, review and modify as required service delivery models and to proactively critique and offer alternative solutions, including appropriate infrastructures as required.
9. Demonstrated ability to develop and implement effective tools to support robust service delivery (e.g. controls, processes, policies and systems) and change management processes, and demonstrated evidence of this.
10. Experience in health or community or aged care services management, or relevant transferable skills from another sector.

Highly Regarded:

- Possession of or working towards a post-graduate level qualification in business management, or substantial related experience at a senior level.

Key Accountabilities and Responsibilities:

1. Accountability: Values Based Leadership

Provide a high level of strategic and operational leadership and management to the operational functions allocated to the role.

Responsibilities:

- Lead the allocated portfolio of functions to achieve the strategic direction of Community and Aged Care. Role model a values-aligned culture that is productive, professional, collaborative and flexible and operates within a 'no surprises' and 'no silos' approach; and promote this through implementing values-based leadership in a transformational manner.
- Lead the allocated portfolio of functions to develop and implement Business and Operational Plans incorporating measures that enable the delivery of Spiritus strategic intents. Coordinate the development and completion of Operational Plans for the allocated portfolio and monitor the achievement of these plans in line with agreed KPI's.
- Implement participative and consultative management styles which empower staff, and facilitate the development of cohesive teams.
- Ensure all staff members understand the organisational direction and how they contribute to the achievement of the strategic intents, and engage reporting managers in decision-making processes and monitoring of performance.
- Provide appropriate and timely feedback to reporting managers on their performance and undertake performance reviews in accordance with the Spiritus framework. Ensure agreed education and development activities for reporting managers occur as appropriate to achieve required outcomes. Develop Personal Improvement/Development Plans with reporting managers as required. Monitor progress against Plans and report on areas of success and further improvement to the Director of Community and Aged Care.
- Represent Spiritus on relevant peak bodies; build strong relationships with external stakeholders including local parishes and funding representatives and referrers; assist with the preparation of recommendations for government; develop and participate in research and conference presentations as agreed with the Director of Community and Aged Care.
- Work appropriately and congruently within the framework of Spiritus as a caring ministry of the Anglican Church, recognising and respecting that Spiritus is a church-based organisation, and foster a sense of Anglican community across the service portfolio.

2. Accountability: Support Services Portfolio Management and Service Delivery

Oversee the management and business development of Support Services in line with agreed Business Plans and Budgets, the Community and Aged Care Strategic Plan., and the Spiritus Strategic Plan.

Responsibilities:

- Lead the allocated portfolio of Support Services to review and implement integrated, innovative, high quality and cost effective client-centred models of domestics and support service delivery using efficient business and management processes; creating a safe and healthy business culture across the stream in line with best practice evidence and within budget constraints.
- In conjunction with the Business Managers and Business Systems Lead, ensure appropriate financial stewardship of the Support Services portfolio by taking responsibility for the financial operations of the portfolio (including the development and management of recurrent operating and capital expenditure budgets, management of capital grants and assets) and measuring KPI's monthly. Actively lead and support reporting managers to ensure service delivery and support service contracts are met and resources are managed within their approved budgets. Participate in annual financial audits of all allocated functions, and take responsibility for ensuring audit recommendations are actioned. Prepare audit reports for Audit Committee at least annually.
- Identify new opportunities and funding initiatives for Domestic Services that align with the Community and Aged Care Business Plan and the Spiritus decision-making framework, and review existing domestic services with a view to ensuring the organisation remains refreshed and contemporary. In consultation with the Director of Community and Aged Care, exit programs and activities that do not align with the decision-making framework. Drive business development across the allocated services and lead the submission of application processes on behalf of these services.
- Ensure and promote the implementation, use and integrity of the Procura system to meet organisational and client requirements.
- Develop and maintain positive and productive relationships with key stakeholders to ensure constructive cooperation in the review and ongoing utilisation of the Procura system.
- Oversee the continued roll-out of the Procura system in accordance with the agreed plan.
- Implement and maintain a multi-service and Partners in Care perspective to staffing requirements, workforce strategy development, education and training, and resource management. Implement effective communication strategies across the allocated portfolio and the broader Community and Aged Care stream in line with optimum practice and within budget constraints.
- Lead reporting managers in the resolution of staff, client, resident, family or referrer complaints that relate to services provided by the portfolio, in accordance with Spiritus policies and processes, when required, and actively intervene and manage as needed.
- Ensure that all support services staff are prepared for and able to absorb and embrace changes to their operations and operating environment, building a team culture of innovation and success. Work with reporting managers to implement quality initiatives and ensure there are consistent administration and client information processes across Community and Aged Care.
- Lead reporting managers to achieve and maintain adherence to risk minimisation, compliance and quality standards relevant to their functions. Actively lead the evaluation of practice standards, outcome measures and benchmarking across functions.
- Lead the application of service improvement strategies to achieve continuous quality improvement in line with industry standards.

3. Accountability: Administration Services

Lead and manage the provision of a comprehensive and functional administration support service to the broader Community and Aged Care team as well as the CAC leadership team, with operational responsibility for the coordination of outcomes relevant to this function..

Responsibilities:

- Lead the review, development and implementation of an integrated, innovative, high quality and cost effective administration function to support business requirements.
- Ensure the provision of consistent and streamlined administration support functions across Community and Aged Care.
- Lead the development and implementation of policies and procedures for administration support services to ensure a robust and flexible service.

- Work closely and collaboratively with local managers to ensure common objectives are met and harmonious relationships maintained.
- Oversee the provision of administration support to the leadership team of Community and Aged Care.

4. Other Duties

- Participate in relevant organisational committees as required, and lead on behalf of the Director of Community and Aged Care as delegated.
- Actively pursue, promote and maintain positive interpersonal and positive relationships with Community and Aged Care staff and agencies and persons associated with client and resident care.
- Undertake own work practices in a safe manner and comply with the instructions given for workplace health and safety within Spiritus Policies and Procedures;
- Take responsibility for pursuing own professional development needs in liaison with and support of the Director of Community and Aged Care.
- Maintain professional and personal confidentiality, fidelity and boundaries at all times, ensuring the privacy of clients, residents, and staff is protected in line with Spiritus policy. Ensure the reputation, viability or profitability of Spiritus is never compromised and is protected at all times.
- The responsibilities of this role also extend to any tasks outlined on a duties list, or any other tasks delegated to the role by the Director of Community and Aged Care, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

Delegation of Authority:

- Delegation from Director of Community and Aged Care in accordance with the Spiritus Delegations of Authority Policy.