



Position Description

Position title:	Business Services Manager
Reporting to:	CEO
Performance review periods:	3 and 6 months (12 month fixed term contract with the possibility of extension)
Award, Pay Level and Rate:	Level 6 of the <i>Social, Community, Home Care and Disability Services Industry Award 2010 TPEO rate</i> (\$44.27 per hour), plus access to salary sacrifice arrangements and 9.5% superannuation contribution.

1. The Organisation

Inala Youth Service (IYS) is a for-purpose, community benefit organisation committed to providing preventative and early intervention strategies which meet the immediate needs of young people and their families whilst supporting empowerment and the ability to make informed future decisions. Purposeful support, information and referral are provided to deliver crime prevention, community development, mediation, counselling, advocacy, accommodation and housing options, school support and education awareness, employment and training options, referrals for other services and information about community support and activities.

Formed in 1986 and incorporated in 1988, IYS is managed by a voluntary Board who ensure good governance and oversee adherence to mission, vision and values, compliance and finances.

IYS is certified under the Human Services Quality Framework (HSQF) and the National Regulatory System for Community Housing (NRSCH).

2. The position

The Business Services Manager leads, manages, and coordinates the internal operational activities of IYS in accordance with policies and procedures, goals, and objectives established by the CEO and the Board.

The Business Services Manager leads on the following functions, working with relevant contractors, consultants and other staff, where required:

- Quality management / compliance
- Operations and service delivery
- Acquittals coordination
- Risk management
- Human resources
- Information technology
- Financial performance
- Asset management

The Business Services Manager assists the CEO in the development and review of organisational policies/procedures and goals that cover the functions and/or business units mentioned above.

3. Working hours and conditions

This is a part time role working 25 hours per week, five days per week. Hours of work to be negotiated with the successful applicant.

The role will be based at IYS's head office at 12 Sittella St. Inala, work from other IYS sites may be required.

IYS staff are entitled to leave in accordance with the *Community, Home Care and Disability Services Industry Award 2010*.

As a Public Benevolent Institution, IYS is able to offer staff an optional salary packaging arrangement.

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IYS is committed to ongoing staff development and workers are encouraged to participate in relevant training and workshops through arrangement with their supervisor. The Business Services Manager is provided with internal supervision by the CEO, and may also attend professional external supervision with prior approval.

4. Organisational relationships

The Business Services Manager will develop productive and collegial working relationships with IYS staff, students and volunteers and participate in organisational meetings, the annual general meeting, and other organisational training and meeting days and events, as requested.

5. Responsibilities

The following are the specific responsibilities of the role:

5.1 Lead and manage internal operations

- Lead and manage internal operations to achieve organisational goals and objectives underpinned by the organisational strategic plan
- Lead the establishment and regular review of operating policies consistent with IYS broad policies and objectives and insure their adequate execution
- Participate in the development and preparation of short-term and long-range plans and budgets based upon broad organisation goals and objectives.
- Lead the development and implementation of processes and controls to promote high quality internal and external communication and information flow
- Appraise and evaluate the results of overall operations regularly and systematically, and report these results to the CEO
- Ensure that all activities and operations are performed in compliance with local, state, and federal laws and regulations.
- Lead the performance monitoring process that measures and evaluates progress against goals for the organisation.
- Ensure compliance with the annual budget and program/project budgets in conjunction with relevant team members.

5.2 Program Management

- Develop, implement and regularly review processes that ensure that all requirements of funding / service agreements are met
- Ensure that staff working within program areas are aware of Program guidelines and funding body requirements
- Work with staff to support the reporting and acquittal processes and ensure all funding bodies are kept up-to-date with organisational activities and outcomes
- Ensure ongoing compliance with all external standards relevant to funded Programs.

5.3 CEO backfill and support

- Formally act and/or support the duties of the CEO.
- Deputise for the CEO if they are unavailable for less than five working days
- Deputise for CEO at functions or events, as required

5.4 Leadership

- Provide expertise and support to the management team

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- Attend and contribute to meetings as required
- Support the embedding of organisational values as part of everyday practice
- Provide a strong day-to-day leadership presence for all staff

5.5 People Management

- Lead / coordinate recruitment, selection and induction processes
- Provide and/or facilitate performance evaluation, management, planning and development processes for all staff supervised
- Regularly conduct supervision (at least monthly) for all staff reporting directly to this position
- Access training and development opportunities for individual staff members in line with the budget, service, organisational and individual needs
- Ensure all Workplace Health and Safety (WHS) requirements are reasonably met
- Manage and maintain employee records/files within legislative requirements
- Authorise timesheets/confirm work completed for payroll processing.

5.6 Quality Management

- Ensure that the delivery of programs and services within IYS is undertaken in line with agreed quality indicators and assessment measures for all relevant Standards.
- Coordinate / support organisational processes including internal and external audits, evaluation and improvement.
- Develop, regularly review, and work within relevant IYS policies and procedures and, if issues are identified, work with the Management Team to develop policy responses to these.

5.7. Risk Management / Workplace Health and Safety

- Be familiar with, and comply with, all IYS WHS, risk management, and workplace behaviour policies and practices
- Assist with risk assessment and risk management planning
- Take all necessary steps to control and minimise all relevant risk to self, other employees, contractors, clients, and the general public, as well as to personal, IYS, public and private property, when undertaking any IYS employment-related functions.
- Coordinate WHS site inductions of new staff/consultants, where required.

5.8 Contribute positively to organisational outcomes

- Ensure that personal conduct is ethical and consistent with IYS' Code of Conduct and organisational values (Evolving, Accountable, Committed, Engaging)
- Meet outcomes of agreed work plans
- Ensure prompt, accurate and courteous customer service
- Demonstrate a high level of commitment to the values of the organisation
- Ensure that the mission, policy, aims and objectives of the organisation are met, and operate in compliance with the IYS Code of Conduct, and all organisational policies and procedures, and in compliance with IYS' contractual obligations at all times
- Provide monthly reports to the CEO, and contribute to the annual report as needed for presentation at the annual general meeting

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- Work autonomously and manage one's own time and workload
- Act in and/or support other roles that are commensurate with skills, experience and or training.

6. Selection Criteria

- (a) Ability to implement policies, processes and systems that support high quality, client-focussed, flexible service delivery.
- (b) Demonstrated leadership and staff management skills, including the ability to provide mentoring, guidance, and performance management of team members, including volunteers and students undertaking placement.
- (c) Demonstrated high level decision making skills including the ability to analyse need and measure risk.
- (d) Demonstrated ability to meet organisational targets and deadlines.
- (e) Proficiency in information, communication and technology systems and practices including Office 365 suite and preferably MYOB.
- (f) High level communication skills (both written and verbal) and the ability to build rapport and adapt skills according to the audience or target group involved.
- (g) Knowledge of, or the ability to rapidly acquire knowledge of, external certification Standards (HSQF and NRSCH) and a demonstrated commitment to continual quality improvement processes through effective quality management systems.
- (h) Ability to establish and meet deadlines and prioritise tasks in a busy work environment.

Minimum Qualifications, experience and references

- Minimum: Undergraduate or Post Graduate qualification in Management, Asset Management, WHS, ICT, Business or similar.
- Minimum: Two years' experience in managing and leading complex service teams. Communities sector experience is highly desirable.
- Experience in monitoring quality and compliance within a community services context.
- Sound knowledge and understanding of relevant Industrial Relations/Human Resources and Workplace Health and Safety requirements and demonstrable experience in their practical implementation.
- Experience working with, or a sound understanding of, working with children, young people and families, working with people from Aboriginal and Torres Strait backgrounds and people from culturally and linguistically diverse backgrounds.
- Working with Children Suitability Card / Blue Card or the ability to procure one.
- Three relevant referees, including your most recent supervisor.

Attributes

- Genuine enjoyment of working within a skilled and dynamic team to identify and work towards achievement of organisational goals
- Self-reflective and critical thinking skills
- Personal drive and integrity
- Effective consultative and collaborative working attitude and approach
- Flexible, self-directing, inclusive, respectful, ethical, accountable
- Committed to a learning culture and ongoing professional development