



JOB & PERSON DESCRIPTION

Job and Person Description form a part of an integrated planning process to ensure that individual performances align with the strategic and community directions of ASG. The Job Description also provides the basis on which selection criteria for the position are determined.

Position:	Operations Manager
Program:	Corporate Services
Reports to:	Chief Executive Officer
Location:	ASG Head Office
Annual Salary	\$ 103,048.00

1. PURPOSE STATEMENT

The Aboriginal Sobriety Group Indigenous Corporation (ASG) is a community-based organisation which provides care and support to Aboriginal people who wish to lead an alcohol and drug 'free' lifestyle. It is the aim of ASG to assist Aboriginal people affected by substance misuse, especially alcohol abuse, to improve their quality of life through providing programs and culturally appropriate supports designed to reduce the impact of substance abuse.

The primary role of the Operations Manager of the Programs is to:

- Contribute in preparation of strategic and operational planning with consultation with Chief Executive Officer , Program Managers and Finance Manager
- Provide leadership support to Program Managers and staff
- Support Chief Executive Officer in an operational and strategic capacity
- Support Program Managers in all operational and reporting requirements and foster a culture which promotes training and individual skills development to achieve organisational objectives
- Manage Corporate Service office so it runs efficiently and effectively and encourage continuous improvement and development.
- Consult with Directors of the Board and ORIC on Governance related matters including Directors Meetings and reporting to ORIC
- Support the ethos of the Aboriginal Sobriety Group Indigenous Corporation and its role of delivering community services to the Aboriginal and Torres Strait Islander community.

- Responsible for the planning, management and reporting on the accreditation of ASG against the Quality Improvement Council Accreditation standards. Develop and implement processes and practices to facilitate program and provide timely professional support and advise to staff in all aspects of the review process
- Provide confidential, comprehensive executive, operational and administrative support services to Chief Executive Officer and Program Managers
- Review, update and develop policies and procedures in line with legislative and regulatory requirements
- Ensure Corporate Service location meets all appropriate standards of safety, security, cleanliness and healthy living.
- Contribute to budget and operational planning and managing the financial resources of Corporate Services in conjunction with both Finance Manager.
- Seek and develop funding opportunities and provide tenders in conjunction with Chief Executive Officer, Finance Manager and appropriate Program Manager
- Develop alliances and partnerships and work in collaboration with other organisations.
- Completion of reports to funding bodies with the Program Manager in question
- Promote ASG at community events including Open Days and be part of the planning of these events with a professional approach
- Ensure that Program Managers are responsive and supported in maintaining resources which include plant and equipment; buildings; information technology; intellectual property and fleet vehicles in conjunction with Chief Executive Officer and Finance Manager.
- Represent and support ASG on appropriate community working and Government groups and advisory groups when required
- Manage the resources of Corporate Services including operational supervision of staff by fostering cooperative that will provide working relationships resulting in quality services delivered to residents in an efficient and culturally sensitive manner.
- Manage the resources to Corporate Services including recruitment, appraisal and operational supervision of staff by fostering cooperative working relationships resulting in quality services delivered to clients in an efficient and culturally sensitive manner.
- Complete Human resources for all staff and programs which include but is not limited to training and development; Renewal of Contracts; Sign up and Inductions; Job and Person Specifications; recruitment of new positions / staff including advertising for positions; reference checks; disciplinary and termination process and outcomes.
- Responsible for the Human Resource database and all aspects to obtaining its confidentially
- Manage work health and safety within Corporate Services and coordinate Work Health and Safety Committee meetings including being the HSR Representative for Corporate Services and abiding by the legislative and regulatory requirements

- Management of promotional material i.e. Annual Reports; Brochures; Newsletter; Website and Intranet.
- Always consider continuous improvement for the organisation and develop strategies and engage with stakeholders in delivery

2. KEY RESPONSIBILITIES/DUTIES AND MEASURES

1. Client service delivery responsibilities

- Provide quality services to clients via phone and in person who require support from Corporate Services or referrals to other programs.
- Continually improve systems in client service delivery and work collaboratively with Program Managers to implement.

2. Administration Management responsibilities

- Timely and accurate referrals of matters to Chief Executive Officer
- Ensure sensitive and priority matters are identified and appropriate action initiated
- Maintain appointment diaries for Chief Executive Officer and when required Program Managers
- Assist in preparation of meetings including agendas, minutes and distributing paperwork
- Maintain confidentiality at all times
- Ensure Team Meetings are ongoing and minutes are completed and stored
- Ensure all Corporate Services staff is aware and abiding by policies and procedures.
- Prioritise workload and achieve outcomes in an efficient, appropriate and timely manner
- Develop and maintain data, records and information retrieval and filing systems
- Coordinate reporting requirement timeframes
- Completion of statistical and other reporting mechanisms
- Ensure secure management of filing and archiving systems is completed correctly

3. Human Resource Management responsibilities

- Support and guide staff to perform to their best capabilities, ensuring professional conduct within existing structures and in compliance with ASG policies and procedures at all times.
- Ensure performance issues are addressed and documented and communicate with Operations Manager throughout the process.
- Manage staffing and recruitment needs and ensure that they are undertaken in a timely manner while adhering to Equal Employment Opportunity requirements.
- Ensure all staff is provided training and up-skilling opportunities in order to perform their duties in line with their job and person descriptions and the requirements of safe working practices.
- Ensure performance management and development in Corporate Services is carried out in a

timely manner.

- Ensure that Human Resource requirements of staff are identified and completed in a timely manner with advisement provided to Program Managers.
- Ensure training and development of staff is consulted and approved by Program Managers
- Engage with Program Managers on all aspects to Human Resource support and requirements

4. Operation Management Responsibilities

- Ensure Corporate Services meet all appropriate standards and legislative and service requirements
- Complete regular workplace inspections for Corporate Services
- Monitor all aspects of cleanliness, security and safety standards and following approval, negotiating and arranging for maintenance work to be carried out on the premises by external providers as needed with consultation with Finance Manager.
- Develop and implement operational plans and procedures and contribute to organisational strategic and operational plans with Chief Executive Officer; Finance Manager and Program Managers
- Contribute to reporting requirements by preparing, presenting and coordinating
- Completion of reports with support of Program Managers and Chief Executive Officer when required
- Responsible for service agreement and tenders with support of Chief Executive Officer and Finance Manager
- Represent ASG at formal and informal forums and relay to relevant stakeholders
- Ensure the procedures and systems are in place to deliver quality services
- Participate in internal working groups, committees and organisational activities where requested and / or willingly volunteer to contribute to organisational activities.
- Arrange and contribute to monthly Managers Meetings
- Ensure Program Managers are supported and guided all in aspects of Operation management of their staff
- Support and encourage team effectiveness
- Ensure personal safety by the adoption of safe work practices and compliance with policies and procedures

5. Governance Responsibilities

- Arrange for Directors Meetings and Annual General Meeting
- Ensure minutes are distributed in a timely manner
- Ensure all Directors of Board are consulted with on Governance related matters
- Complete reporting for ORIC including responsible for maintaining updates to ORIC's portal i.e. new members and directors; change of details and updating of records.
- Ensure Proof of Aboriginality forms are provided at Directors Meetings

6. Quality Framework Responsibilities

- Achieve program and project deadlines and milestones to the required standards and targets are within budget and report to Chief Executive Officer
- Responsible for reviewing of the quality and effectiveness of the level of treatment and assessment services provide to ensure compliance with national accreditation standards
- Develop and manage effective collaborative working relationships with Chief Executive Officer, Finance Manager and Program Managers to ensure all relevant accreditation standards are achieved or being actively addressed in a timely manner
- Ensure the quality improvement activities achieve optimal participation by key internal and external stakeholder organisations
- Maintain current knowledge of contemporary trends and developments in services are applied
- Fully understand the issues and exercise judgement when representing ASG in external committees and consultation
- Manage projects concurrently, in a high-pressure service orientated work environment
- Participate constructively in the introduction of new technology to enhance efficiency and productivity is outlined
- Provide timely, expert advice and support to ASG units regarding the formal accreditation process and liaise with key stakeholders to ensure provision of relevant document and support information is sourced and managed
- Review of Policies and Procedures with a collaborative approach to Executive Management

7. Financial Responsibilities

- In conjunction with the Finance Manager, contribute to the development of Corporate Service budget.
- Monitor and ensure the assigned financial resources are managed responsibly and efficiently.

8. Professional Development

- Participate in professional development activities that will enhance service outcomes, management and organisational development capabilities.
- Participate in regular performance development reviews.

3. SELECTION CRITERIA

Essential:

- Diploma in Business Management or equivalent.
- Work experience in a community service setting
- Well-developed interpersonal and communication skills which enable communication to people and organisations at all levels.
- Possess a client-centred approach, demonstrating an understanding and empathy with clients' hardships and problems.

- Ability to lead and manage staff and a willingness and capacity to work as a member of a team and individually
- Sound knowledge of the principles and practices associated with Work Health and Safety; Equal Employment Opportunities and legislative requirements.
- Available and willing to travel inter and intrastate including weekends when required for work purposes.
- Interpersonal skills which foster the trust and co-operation of others.
- Ability to resolve conflict situations, analyse problems and provide practical solutions.
- Ability to communicate effectively both verbally and in writing with all levels of staff.
- Sound knowledge of intervention & prevention procedures.
- Ability to maintain confidentiality
- Sound knowledge of alcohol and other drug issues, including counselling practices, procedures, treatment models, therapeutic dynamics, intervention practices and harm minimisation.
- An understanding of the principles of Equal Employment and Work Health & Safety.
- Current DHS child-related clearance

Desirable:

- Ability to complete reports on statistical data.
- Good computing skills and an ability to produce monthly reports.
- Knowledge of Aboriginal culture, and aspirations of Aboriginal people.
- Current Senior First Aid Certificate.
- Current Mental Health First Aid Certificate
- Current Child Safe Environment Certificate

4. APPOINTMENT CONDITIONS

1. Tenure in this position is subject to funding continuing.
2. Full time position 38 hours per week
3. Some out of hours work may be required.
4. Appointment is subject to a satisfactory Child-Related Screening from the Department of Human Services
5. Generous Remuneration; Fully maintained mobile phone for personal and professional use; Salary Packaging opportunities and Superannuation Employer contribution.
6. Current SA Driver's Licence and willing to drive in the course of work activities.
7. Conditions of employment are in accordance with the 2016 ASG Enterprise Agreement of Aboriginal Sobriety Group Indigenous Corporation
8. Willing to abide by the policies and procedures of the Aboriginal Sobriety Group Indigenous Corporation.
9. ASG is a non-smoking environment.

5. PERFORMANCE / SKILLS STANDANDS

Performance will be measured and assessed against objectives set out during the performance agreement and in alignment with the job and person specifications for the role.

9. WORK HEALTH AND SAFETY

Follow defined work health and safety legislation and Aboriginal Sobriety Group's policies and procedures related to the work being undertaken in order to ensure own safety and of others in the workplace.

Take such action as is within your competence and responsibility to report or make recommendations to a higher-level representative as you deem necessary to avoid, eliminate or minimise hazards of which you are aware in regard to working conditions or practices.

Keep work areas in a safe condition and report any near accident, accident or injury which arises in the course of your work.

10. CULTURE & CODE OF CONDUCT:

At Aboriginal Sobriety Group Indigenous Corporation our goal of being client focused can only be maintained and enhanced with your assistance, and in joining our team, you share our commitment to providing the best service to our community. For this to be achieved, your ideas, suggestions, and initiative are encouraged as we strive to improve the way we do things.

Within the facility, we act with integrity and professionalism, in our dealings with each other and our clients. We have a commitment to ongoing professional development and to foster an environment where everyone's contributions are valued. Our work ethics centre on taking responsibility for decisions, pride in our work, sharing knowledge, and expertise with others, and a willingness to contribute to the resolution of issues in a collaborative manner.

11. EQUAL EMPLOYMENT OPPORTUNITY

Responsibility Statement

Contribute to the maintenance of a healthy, safe and equitable working environment by maintaining knowledge of and adhering to the principles and standards of Equal Employment Opportunity legislation that ensures all employees in the workplace are treated in a fair and equitable manner, free from discrimination, bullying and harassment.

12. CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements for the job.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary.

Employee Statement:

As occupant of this position I have noted the statement of duties, responsibilities and other requirements as detailed in this document.

_____ (Name)

_____ (Signature) ____ / ____ / ____ (Date)

Job and Person Description Approval

CHIEF EXECUTIVE OFFICER

_____ (Name)

_____ (Signature)

____ / ____ / ____ (Date of Approval)