|  |  |  |  |
| --- | --- | --- | --- |
| **Position Title** | **General Manager – Advancing Services** | **Department** | **Client Services** |
| **Reports to** | **CEO** | **Effective date** | **August 2021** |
| **Responsible for** | * **National Business Manager - Interpreting** * **Manager – NDIS** * **Manager – Aged Care** * **Manager – Audiology** * **Manager – NDIS Service Ops** * **Manager – Support Work** * **Reconnect Program** | **Location** | **East Melbourne** |

|  |  |
| --- | --- |
| **Organisation Overview** | Expression Australia’s aims to give all people who are Deaf and Hard of Hearing every opportunity to connect with and contribute to society and develop in all aspects of life, in their language of choice. In addition, we are an inclusive organisation with an aim to be an employer of an equal number of Deaf and Hard of Hearing people.  Established in 1884, we strive to provide transformational services and support for our community to be able to participate across all areas of life, by optimising new technologies,  addressing inequity and driving social change. |

|  |  |
| --- | --- |
| **Role Overview** | The General Manager, Advancing Services will be responsible for meeting our strategic objective of advancing our services, leading the delivery of Deaf and HOH services (Language Services Including Interpreting, Translation, Video Production, Audiology, Accommodation, Support work) and operationalising the strategy to ensure resources, processes and systems support excellence in delivery.  This role requires depth experience in developing and designing services towards continuous improvement in meeting our clients evolving needs. It will also oversee organisational management for grant funded projects and be closely involved in creation of new business opportunities, partnerships and relationships to enable the expansion of our impact and engagement with our Deaf and HOH clients and community. |

|  |  |
| --- | --- |
| **Job Specific Responsibilities**  *Key performance indicators will be clearly defined through the performance planning process.* | |
| **Contribute to the achievement of Expression Australia’s strategic objectives** | * Advance Expression Australia strategic plan and its vision through executing the organisation’s strategic priorities. * Model behaviours that are consistent with the mission and beliefs of the strategic plan. * Model behaviours that reflect our values. |
| **OHS & Quality Compliance** | * Take reasonable care for their own health and safety, and health and safety of others * Adhere to OHS guidelines * Adhere to the organisation’s Quality framework |
| **Financial management** | * Full accountability for department finances * Develop operational business plans to achieve and manage performance indicators * Develop and execute business cases for growth areas |
| **Strategic and Operational Planning** | * Ownership and contribution to meeting our strategic priorities through analysis and providing recommendations on service delivery models, people, clients, systems, partnerships and relationships (both Deaf and hard of hearing strategies) * Grow our services offer and broaden the number of clients seeking our services, ensuring the Expression Australia brand reputation is foremost * Ensure continuous improvement of service delivery, through reviewing the emerging needs of clients and tailor/alter services inline with their needs and from continuous feedback loops. * Provide updates on developments within our external environment and make recommendations on appropriate organisational responses. |
| **Service Delivery, optimisation and growth** | * Work cross functionally with other services areas and enterprise services to continuously evaluate and propose changes, new growth opportunities and to promote our current service offerings to expand some of our services nationally. * Identify key partnerships for scaling and ensure business agreements are made with organisation’s who share our vision and are aligned to our community aspirations * Build and maintain strong partnerships with key agencies and stakeholders and to improve and expand our services within the sector. * Keep abreast of changes in legislation, regulation and standards that relate to NDIS and disability services and ensure policies and procedures are updated to reflect them. * Monitor reporting within the programs to ensure that contractual requirements are being met and we are meeting our compliance obligations. * Ensure feedback on service delivery is obtained and acted upon to ensure greater satisfaction of those utilising our services. |
| **Leadership** | * Provide overall direction and leadership to services team, ensuring they understand strategic and operational objectives and how they translate into service delivery objectives. * Support and have accountability over professional development of the team to enable them to perform their role effectively. * Ensure performance and development plans are completed and implemented within teams. * Provide support and advice on complex case management, service delivery issues and critical incident response. |

|  |  |  |  |
| --- | --- | --- | --- |
| **Values** | | | |
| **Respectful** | *Behaving ethically appropriate, respectful of culture, history and community and providing person centred services to clients and others* | **Diversity** | *Showing respect for diverse backgrounds and experiences* |
| **Adaptive/Resilience** | *Demonstrating and developing individual coping strategies* | **Progressive** | *Innovating and looking at ways to improve the lives of our clients and communities* |
| **Inclusive** | *Working effectively and engaging with others to achieve a common goal* |  |  |

|  |
| --- |
| **Knowledge, Skills & Experience** |
| **Essential**   * Demonstrated leadership and senior management experience, able to turn strategy into operational plans that motivate performance and outcomes of strategic priorities. * Extensive experience in the provision of person centered services (in the Deaf and or HOH space desired) and high-level knowledge of the policy, procedures and standards pertaining to the provision of disability services with the NDIS framework. * Depth experience in transforming service delivery supported by highly attuned business acumen. * Demonstrated high level stakeholder management skills, to build internal and external relationships. * Highly collaborative approach, partnering skills and the ability to gain support and cooperation from others, holding shared ownership and visibility. * Demonstrated knowledge of the funding structures and quality framework required in client service areas and specifically NDIS. * Critical thinking ability and able to provide analysis and sound solutions to complex issues. * Requires ability to influence others to adopt practices and approaches, and ability to communicate and influence executive leadership. * Strong problem-solving skills, with ability to navigate and solve quickly.   **Desirable**   * Auslan skills |

|  |
| --- |
| **Education / Qualifications / Certifications/ Memberships** |
| * Tertiary qualifications in human services, health care or relevant business areas. |

|  |
| --- |
| **Travel Requirements** |
| * Infrequent |

|  |  |
| --- | --- |
| **I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.** | |
| **Employee signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | **Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** |