



Position Executive Manager (Service Development)

Employment Full-time with contract term

Reports to CEO

Location Central Queensland

Classification Salaried position

Purpose

The purpose of this position is to drive exceptional service delivery and innovation across AnglicareCQ's service delivery portfolios. The Executive Manager oversees our service delivery teams and will ensure contractual performance (service delivery and financial), licensing/ accreditation compliance, continuous improvement, human resources management and growth of our business through strategic partnerships and innovation.

Our Team

Anglicare Central Queensland (AnglicareCQ) is a not-for-profit, purpose-driven organisation. We take pride in the quality of our team and are committed to their development. We foster a dynamic and people-centred work culture dedicated to fulfilling our Vision - 'working with people to make the best of their lives'. We place our participants at the front and centre of everything we do.

Responsibilities

Delivering Services

Our Team

- Provide leadership, direction and inspiration through our service delivery portfolio Managers to ensure the delivery of safe, inclusive and culturally appropriate services.
- Attract and retain enthusiastic staff by building their capacity and capability.
- Promote diversity, wellbeing and an inclusive workplace culture.
- Lead, supervise and develop a high performing service delivery management team that delivers to contract, applies AnglicareCQ policy/ practice consistently, fosters the delivery of exceptional services and encourages innovation.



Respect



Integrity



Justice



Compassion



Shared Purpose

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Our Communities

- Actively seek out additional sources of funding (tied and untied), opportunities, strategic partnerships or joint ventures to ensure program growth, financial sustainability and community need is met.
- Develop and maintain strong working relationships with key stakeholders.
- Lead and/or attend key networks, meetings, reference groups and Peak forums.
- Prepare and/or contribute to papers and submissions to government as opportunities arise.
- Enhance our positive community profile by promoting the work of AnglicareCQ and actively advocate for our communities.

Our Work

- Develop, monitor and report on an Operational Plan which responds to AnglicareCQ's Strategic Plan.
- Remain up to date with next best practice, sector reform and opportunities so to best position AnglicareCQ to maximise them.
- Ensure compliance to licensing / accreditation and AnglicareCQ's risk framework and embed a culture of continuous improvement, innovation and service excellence.
- At a minimum, achieve contract compliance by ensuring service delivery, human resourcing and expenditure align with the contract and AnglicareCQ's associated budget. Staff awareness of these contracts and their responsibilities should also be embedded.
- Provide reports and briefs to the CEO, Board and the appropriate governance committees including risk, progress against Operational Plan and KPI's.
- Act as a positive role model by living AnglicareCQ's values and maintaining a high degree of professionalism, integrity and application of ethics at all times.

Professional development

The successful applicant is expected to undertake training as required to maintain their professional development and to participate regularly in supervision with their line manager.

Organisational development

- Contribute to continuous improvement and learning.
- Contribute to a supportive work environment.
- Demonstrate a high regard for workplace health and safety.
- Accurately record and report incidents and risks.

Key indicators of success

- 85% of service agreement KPI requirements met.
- 100% contracts renewed (excluding recommissioned services)
- 90% of contracts within 5% of budget.
- 1 new service contract achieved annually
- 100% licensing and accreditation compliance.
- 16-23% service delivery staff turnover.



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Selection

Mandatory qualification/s and experience:

- A bachelor's degree in social or behavioural sciences, social work or psychology (or related discipline) and a minimum 5 years, relevant managerial level experience within community services and housing sectors.

Selection criteria:

1. Demonstrated ability to inspire and exhibit strategic leadership capabilities including fundamentals in positive change management.
2. Demonstrated experience at a management level, government relations, funding and growth across a geographically diverse portfolio.
3. A sound knowledge and understanding of Commonwealth, State and Local Government policies, programs, legal and compliance frameworks.
4. Contemporary knowledge of principles, practices, theory and philosophies that underpin service delivery approaches towards positive participant outcomes.
5. A high degree of drive, initiative, motivation, and outcome orientation with the capacity to think strategically and deal with multiple and often conflicting priorities.
6. Effective written and verbal communication skills with the ability to build and maintain effective internal/ external relationships and to share specialist knowledge and technical skills within a team environment.
7. Strong financial capability, including a commitment to producing consistently good financial results.

Other requirements:

- Proof of current eligibility to work in Australia (visa holders).
- Positive employment suitability checks prior to commencement as required:
 - A current Blue Card (Working with Children); and
 - A current Yellow Card (Disability Services Positive Notice or Exemption Notice).
- Current Queensland Open Driver's licence or licence recognised by Australian laws.
- Mobile phone with the ability to download and use security apps for multi-factor authentication.
- Travel will be required.
- Successful completion of a six (6) month minimum employment period (probation).



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