



OZHELP TASMANIA FOUNDATION

POSITION DESCRIPTION

POSITION:	Operations and Development Manager
LOCATION:	Hobart
DURATION:	One year contract (with the possibility of renewal)
REPORTS TO:	CEO
SUPERVISES:	All OzHelp Tasmania staff and contracted personnel
REMUNERATION:	\$65,000 - \$75,000 with the ability to salary sacrifice

THE ROLE

- You will be accountable for the management and performance of all training and support operations; marketing and quality compliance.
- You will promote and provide understanding and support for the health and wellbeing of our people; our organisational partners; stakeholders; clients and suppliers.
- You will lead and manage risks associated with operations and marketing within timelines and resources allocated and consulting with the CEO as required.
- In conjunction with the CEO, you will provide effective leadership and management of contract requirements for funding, partnership agreements and legal instruments through which the Foundation operates.
- You will provide leadership in the management of and advice to OzHelp staff and contracted personnel around the effective and efficient use of the Foundation's resources.
- You will participate as part of the leadership team and in decisions where required by the CEO.
- On occasions you may be required to be Acting CEO.

EXTENT OF AUTHORITY

The Operations and Development Manager is the second most senior position within the organisation, taking direction from the CEO. The person in this position is expected to undertake the role without the need for day to day supervision and to maintain a high degree of professional integrity.

KEY RESPONSIBILITIES

The Operations and Development Manager will demonstrate a commitment to the Foundation's values, strategies and policies in delivery of the following key responsibilities and performance standards:

1. Operations

- 1.1 Ensure the delivery of quality programs and services.
- 1.2 Manage and co-ordinate all training activities and meet fee for service training KPI's.
- 1.3 Manage data for reporting compliance for all funding and organisational activities.
- 1.4 Deliver workplace training when required.
- 1.5 Monitor the progress of services provided, undertake analysis and implement appropriate action to take advantage of emerging trends and changing circumstances.
- 1.6 Identify new opportunities and prepare business cases for new projects.
- 1.7 Liaise with relevant organisations and stakeholders supporting OzHelp activities.
- 1.8 In conjunction with the CEO, review strategic direction, policies and objectives and assist in the development of strategic and operational plans.
- 1.9 Other areas as required by the CEO.

2. Development and Communication

- 2.1 Proactively develop the Foundation's fee for service training and support services.
- 2.2 Establish and maintain networks throughout the State and local communities to maintain and increase awareness of the Foundation's mission and activities.
- 2.3 Partner with and create effective collaborative alliances with relevant organisations in the provision of suicide and mental health services.
- 2.4 Implement and manage the Foundation's strategic marketing objectives.
- 2.5 Meet marketing KPI's.
- 2.6 Ensure the maintenance of effective communication channels across the organisation.
- 2.7 Build the profile and public awareness of the Foundation as a suicide prevention and mental health and wellbeing provider.
- 2.8 Represent the organisation in its relationships with stakeholders and other service providers through liaison, attendance at functions/meetings and networking.
- 2.9 Work with the CEO to act as spokespeople for the Foundation.

3. Management and Leadership

- 3.1 Provide highly effective and visionary leadership.
- 3.2 Ensure the provision of effective and efficient services, delivered in a caring and understanding environment.
- 3.3 Support the CEO in the continuous improvement of the structure and organisation of the Foundation and implement appropriate operational change in consultation with the CEO.
- 3.4 Ensure compliance with staff delegations in regard to policy, decision making authority and financial expenditure.
- 3.5 Support the CEO in the day to day operations of the service in Tasmania.

4. Risk Management

- 4.1 Maintenance of quality compliance for contracted activities.
- 4.2 Manage risk through effective identification, analysis, mitigation and monitoring of internal and external issues likely to impact the Foundation.
- 4.3 Ensure the Foundation has effective information technology and asset management systems.

5. Human Resources

- 5.1 Daily management of OzHelp staff and contracted personnel.
- 5.2 Provide effective leadership to the employees within an environment of contemporary human resource practices.
- 5.3 Regularly evaluate the performance of direct reports and facilitate and encourage professional development.
- 5.4 Uphold the philosophy of the organisation and foster and maintain a positive and constructive working culture.
- 5.5 Ensure a safe working environment in accordance with statutory requirements.
- 5.6 Ensure the strictest of professional confidentiality and privacy is maintained.

6. Financial Management

- 6.1 Develop and manage the training budget in line with operational activities.
- 6.2 Support the CEO in the financial management of the Foundation to ensure the financial sustainability of the Foundation including: preparation of budgets, compliance of expenditure with service agreements, payroll and preparation of funding submissions.
- 6.3 Ensure funds are correctly used and allocated and that proper records are maintained.

7. Governance

- 7.1 Ensure policies and practices of the Foundation adhere to the principles of good corporate governance.
- 7.2 In conjunction with the CEO ensure that the Foundation meets its obligations and complies with all relevant regulations, legislation and ethical considerations.
- 7.3 Provide services in accordance with the funding agreements ensuring compliance with the terms and conditions of any such agreements.

PERSONAL QUALITIES

- Outstanding interpersonal skills, with good networks and the ability to represent the organisation within the community and to government agencies.
- A collaborative approach to working with related sector organisations.
- High level of business acumen.
- Compassionate and diplomatic.
- Passionate and energetic.
- Self-motivated and able to work autonomously.
- Proven organisational and administrative skills.
- Ability to build and maintain relationships with staff, clients and key stakeholders.
- High level of honesty and integrity.

ESSENTIAL SELECTION CRITERIA

- Demonstrated exceptional development and communication skills.
- Demonstrated experience working flexibly as part of a small team.
- Demonstrated high standard of self-management skills including the ability to organise time and resources effectively.
- Demonstrated ability to oversee all human resource functions associated with a small community agency or business, including staff training, supervision and management.
- A proven ability to establish strong networks and mutually beneficial relationships with key community, industry, local and/or government groups.
- The ability to work flexible hours and occasionally travel (primarily intra-state).
- Current Tasmanian driver's license.

DESIRABLE SELECTION CRITERIA

- Current qualification or the ability to gain a qualification in Training and Assessment (Cert IV).
- Tertiary qualifications in a relevant discipline.
- Current police criminal history check.
- Current Working with Vulnerable People Registration (TAS).
- Demonstrated high level leadership skills.
- Sound financial management skills.
- Demonstrated experience in providing or managing client support and counselling services.
- Demonstrated ability to oversee the delivery of high quality training including fee for service training through liaison with clients and trainers.