

# Position Description

OVERVIEW	
Position Title	General Manager Customer Engagement
Department	General Services
Reports To	Chief Executive Officer
Location	Primary location – Doncaster East
Date Prepared	February 2024

## PURPOSE

The General Manager – Customer Engagement is responsible for providing the strategic direction and leadership for the operational delivery of the Customer Services portfolio. The role is a key driver in ensuring all Group and Therapy Services are delivering outstanding and impactful outcomes for people with a disability.

This role will report to the CEO and will mentor, coach, and organise the Customer Services portfolio by providing leadership and oversight of service process and operations, clinical practice, diversity and inclusion and lifting the overall participant experience.

Key Internal Stakeholders	<ul style="list-style-type: none"> <li>• People with a disability</li> <li>• Board of Directors</li> <li>• CEO</li> <li>• Executive Leadership Team</li> <li>• Business Stream Managers</li> <li>• Customer Service Teams</li> </ul>
Key External Stakeholders	<ul style="list-style-type: none"> <li>• Participants and Family and Care Givers of Onemda</li> <li>• Disability Community</li> <li>• Local Community Members</li> <li>• Federal, State and Local Government</li> <li>• National Disability Insurance Agency</li> <li>• Other Governing Bodies</li> <li>• Other Community Groups and Support Networks</li> </ul>

## QUALIFICATIONS AND REGISTRATIONS

***Educational Qualifications:***

- Relevant tertiary level qualifications in disability, social services, health care and executive management
- Relevant senior experience in managing service provision for people with a disability and or people service industry is highly desirable
- Current Drivers Licence

***Professional Certifications:***

- Relevant associations and membership is highly desirable

**KNOWLEDGE AND EXPERIENCE**

**General Skills and Experience**

- Strong experience in providing strategic leadership, influencing and leading change
- Strong organising, operational and execution skills
- Knowledge and understanding of relevant disability and human rights legislation, the principles of the National Disability Insurance Scheme, Fair Work Act and other significant industrial, safety and social welfare legislation.
- Demonstrated experience in effectively managing broad organisational service delivery functions
- Extensive understanding of the people service industry
- Strong report preparation and presentation skills
- Proficient analytical, financial and business acumen skills to ensure effective and high-quality service delivery
- Proven record of work, health, safety and risk management principles and practices
- Demonstrated ability to manage, motivate and inspire staff and teams in the performance of their duties

**Specialist Skills and Experience**

- Ability to work with and for people with a disability
- Possess high level expertise with strategic, service development and government lobbying skills
- Well -developed stakeholder engagement skills
- Ability to influence and mentor people to achieve positive outcomes
- Demonstrated experience in managing and driving outstanding service provision
- Ability to drive innovation, quality improvement and practice standards across a broad service portfolio

**Management Skills and Experience**

- Highly experienced in driving service growth initiatives
- Demonstrated ability to work at an executive level
- Demonstrated ability to manage, plan and monitor budgets
- Demonstrated ability in managing time, setting priorities and planning administrative work effectively
- Ability to inspire, ensure accountability and set agreed performance objectives with teams
- Strong analytical skills to monitor organisational performance
- Ability to demonstrate project management skills and capabilities

**Interpersonal Skills and Experience**

- Demonstrated ability to communicate effectively and exercise persuasive skills with key stakeholders
- High level of interpersonal and communication skills (both written and verbal), including an ability to represent and negotiate on behalf of the organisation
- An ability to work in a team environment
- Demonstrated ability to communicate effectively with participants, families, staff and relevant people in the community with general knowledge of the disability sector

## MUTUAL COMMITMENTS

**Equal Opportunity.** Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.

**Diversity.** Onemda welcomes and embraces diversity through providing safe, positive, and nurturing environment which celebrates the rich dimensions and contributions of diversity contained within each individual.

**Safety Screening.** An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.

The safety screening process incorporates the completion of the following:

- NDIS Worker Screening Check
- Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors)
- Victorian Disability Worker Exclusion Scheme (DWES) check

**Safeguards:** Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Strategic	<ul style="list-style-type: none"> <li>• In liaison with the Onemda board, CEO and the executive management team, provide input, sector insight and creative thinking to support and execute strategic growth</li> <li>• In liaison with the executive management team, explore innovative approaches to drive the organisations value proposition.</li> <li>• Be responsible in developing, implementing and reviewing operational plans associated with Onemda’s service provision.</li> <li>• Provides clarity on role expectations, performance and accountabilities.</li> <li>• Play a key role in lobbying and negotiating with government, business and community stakeholders to progress the organisations mission</li> <li>• To remain abreast of sector trends and ensure Onemda’s service delivery remains flexible and adaptable to those trends</li> <li>• Identify opportunities and develop networks and relationships that support organisational growth through the creation of new service ventures</li> </ul>
Service Management	<ul style="list-style-type: none"> <li>• Be responsible for the effective management and coordination of Onemda’s general service portfolio</li> <li>• To liaise with the CEO and the executive management team to develop and expand service directions and diversity in line with Onemda’s strategic direction.</li> <li>• To critically assess and model service provision and efficiencies to maximise impact, foster innovative and embed best practice</li> <li>• To promote community interest in Onemda –our mission and participants</li> <li>• Have oversight of all service stream budgets and financial performance</li> <li>• Ensure all service streams are adequately resourced to maximise their capability</li> <li>• Support the effective business and financial viability of all service streams and implement business disciplines to support this</li> <li>• Provide oversight and assurance that all regulatory reporting is submitted in an accurate and timely manner</li> </ul>
Service Delivery	<ul style="list-style-type: none"> <li>• Ensure all service provision is committed to the safety and wellbeing of all participants, staff and volunteers and that the human rights of people with a disability are championed</li> <li>• Effectively implement and communicate KPIs that ensure alignment with organisational goals and provides a framework for measuring success</li> <li>• To be aware of general well-being, health and behavioural issues relevant to the support and care provided to participants and monitor/maintain the quality of support provided</li> <li>• To be responsible in managing all significant participant issues/ complaints and report sensitive or grievance issues to the CEO</li> <li>• Ensure all services are operating in-line with contractual guidelines</li> <li>• Ensure all participant quotations and service agreements are reflective of their needs</li> <li>• To provide professional advice, supervision and mentoring to the service provision teams to ensure programs and activities are striving for and achieving excellence</li> </ul>
Innovation	<ul style="list-style-type: none"> <li>• Lead an environment of co-design which is at the forefront of progressive service design thinking and delivery</li> </ul>

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• In partnership with the Innovation &amp; Impact team and Onemda's Research and Innovation Centre, drive practice aligned to the latest advances in research, technology, and innovation</li> <li>• Lead a culture committed to introducing new technologies and creative service design across all service streams</li> </ul>
Risk Management	<ul style="list-style-type: none"> <li>• Identifies and evaluates problems to understand possible root causes and potential impacts</li> <li>• Uses logic, judgement and data to determine possible solutions</li> <li>• Lead an environment committed to the rights, safety and wellbeing of people with a disability</li> <li>• Be responsible in reviewing and driving the clinical governance framework</li> <li>• In liaison with the executive and quality assurance teams drive the organisations risk management framework</li> <li>• Play a key role in fostering a culture of continuous quality improvement</li> <li>• Conduct thorough market research and analysis to identify opportunities, threats, and emerging trends.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Lead, inspire and support the development and effective functions of Group Services and Therapy Services and other complementary service teams</li> <li>• Play a key role in driving the organisations workforce strategy which aims to embed a strong and positive culture, foster an appetite to challenge contemporary practice and to be the employer of choice</li> <li>• To ensure a high standard of courtesy, professionalism and accountability from all Onemda staff</li> <li>• Promote staff opportunities for professional development, performance feedback, supervision and fostering of a supportive and enriching workplace for all</li> <li>• Coach and mentor, the service leadership team in developing a strong culture of accountability, teamwork, open communication, information sharing and collaborative decision-making.</li> <li>• Identifies and evaluates problems to understand possible root causes and potential impacts</li> <li>• Uses logic, judgement and data to determine possible solutions</li> </ul>
Governance	<ul style="list-style-type: none"> <li>• To attend Board meetings in an ex-officio capacity by invitation as required</li> <li>• To be an active participate on various governance committees</li> <li>• Provide presentations, reports and supportive documentation for Board and other governance functions of the organisation</li> <li>• To liaise with the Board and CEO to develop strategic and business imperatives</li> </ul>
Culture	<ul style="list-style-type: none"> <li>• Comfortable with ambiguity and change, adapts quickly and is an Innovative thinker</li> <li>• Caring and compassionate, self-aware, considerate and inclusive.</li> <li>• Shares honest feedback with empathy and support and acts ethically</li> <li>• Consistently live and demonstrate the Onemda Values – leadership, development, respect, welcoming, caring and supportive.</li> </ul>

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
	<ul style="list-style-type: none"> <li>• Ensure Onemda's service provision is in accordance with the principles of social justice and with respect for the dignity and human rights of all persons.</li> <li>• Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation.</li> <li>• Adhere to the principles of The Victorian Charter of Human Rights 2006</li> </ul>
General Areas of Responsibility	<ul style="list-style-type: none"> <li>• To liaise with the CEO and executive management team regarding the organisations strategic plan, risk framework and, quality and safety standards</li> <li>• To represent the organisation at various forums and events and be willing to present on behalf of Onemda if required</li> </ul>
Workplace Health and Safety	<ul style="list-style-type: none"> <li>• Work in a safe manner and adhere to safety instructions as outlined in Onemda's Policy and Procedure Manual and Emergency Management Plan.</li> <li>• Participate in regular safety checks, including fire drills, and contribute to the evaluation and review of such procedures.</li> <li>• Remain competent, physically able and informed in safe manual handling procedures.</li> <li>• Use program areas, vehicles, and equipment and program materials in a responsible and careful manner. An employee must not intentionally or recklessly interfere with, or abuse anything provided at the workplace</li> </ul>
Other Activities	Other activities and projects as reasonably directed

I, \_\_\_\_\_ hereby acknowledge that I have received a copy of the Position Description relevant to my position within the Onemda Association.

I understand my role within Onemda and the responsibilities and accountabilities relevant to my position and acknowledge that my direct line manager will undertake Performance Supervision as deemed necessary and provide me with regular feedback.



Signed by Staff Member: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_