



OVERVIEW

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| Position Title | General Manager Service Support |
| Department | Shared Support |
| Reports To | Chief Executive Officer |
| Location | Primary location – Doncaster East |
| Date Prepared | February 2024 |

PURPOSE

The General Manager – Service Support is responsible for planning and directing Onemda’s service support functions to ensure and optimise performance in productivity, service standards and financial sustainability.

Reporting directly to the CEO, the GM – Service Support will play a pivotal role in:

- Contributing to the development and implementation of strategies aiming to promote and deliver Onemda’s vision
- Creating and overseeing the undertaking of operational plans for the attainment of goals and objectives as set out in the strategic plan
- Consolidating the building of an effective team of Service Support leaders by provision of guidance, coaching and advice
- Demonstrating consistent leadership in influencing and nurturing a desired cultural environment within the Service Support team and organisationally; through communication, actions, priorities and choosing what is measured.

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| Key Internal Stakeholders | <ul style="list-style-type: none"> • People with a disability • Board of Directors • CEO • Executive Leadership Team • Business Stream Managers • Service Support Teams |
| Key External Stakeholders | <ul style="list-style-type: none"> • Participants and Family and Care Givers of Onemda • Contractors and Service Partners • Disability Community • Relevant Governing Bodies |

QUALIFICATIONS AND REGISTRATIONS

Educational Qualifications:

- Tertiary qualification in Business Administration or relevant field
- A post graduate qualification would be well regarded
- Current Drivers Licence
- Membership of a relevant association or registration body is highly desirable

KNOWLEDGE AND EXPERIENCE

Professional Skills

- Proven experience in a Senior Management role such as General Manager, Executive Director, Operations Manager etc
- Strong understanding of corporate finance and measures of performance, with high level business acumen skills
- An analytical mind capable for “out-of-the-box” thinking to solve problems
- An in depth knowledge of corporate governance principles and managerial best practices
- Ability to drive innovation, quality improvement and practice standards across a broad service portfolio

Knowledge of the Disability Sector

- 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 ability to communicate effectively with participants, families, staff and relevant people in the community with general knowledge of the disability sector

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

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 |
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| Leadership and Strategy | <ul style="list-style-type: none"> • Liaise with the CEO and executive management team in the development, planning and execution of the organisations strategic plan, risk framework and, quality and safety standards. • Set a clear direction and strategy, and inspires and engages others with their vision. • Translates strategy into business and operational plans; empowers and enables team to execute. • Articulate to individuals and teams how they will contribute to delivering on organisational strategy and purpose. • Provision of leadership and guidance in the consideration of strategic implications encountered in the management of complex issues and challenges. • Regularly communicates to build morale and provide transparency on progress towards business and strategic priorities. • Provides clarity on role expectations, performance and accountabilities. • Promote staff opportunities for professional development, performance feedback, supervision and fostering of a supportive and enriching workplace for all • Coach and mentor the service leadership team in developing a strong culture of accountability, teamwork, open communication, information sharing and collaborative decision-making. • To represent the organisation at various forums and events and be willing to present on behalf of Onemda if required. |
| Service Management | <ul style="list-style-type: none"> • Drive effective organisational continuous quality improvement and safety management frameworks. • Effectively implement and communicate KPIs that ensure alignment with organisational goals and provides a framework for measuring success • Play a key role in leading the organisation’s 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 • Be instrumental in developing Onemda’s capabilities and talents, providing opportunities for growth and impact across the organisation. • Ensuring the organisational systems and processes are designed to capture critical insights and information. • Able to communicate on complex and ambiguous topics credibly and effectively with a range of audiences. • Creating a culture of collaboration across the organisation and the Services Support Team in the consolidation of a cross functional, team mindset • Ensuring functional teams have access to relevant information and updated systems to deliver on services required. • Lead and drive strategies which leverage Onemda’s unique value proposition to lift the organisations profile and reputation, and to be known as an industry leader. • Engendering interest in our services through a range of targeted engagement strategies. |

| KEY PERFORMANCE AREA | ACTIVITIES AND RESPONSIBILITIES |
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| | <ul style="list-style-type: none"> Ensuring the maintaining, lifting, and growth of our important infrastructure and assets. Conduct thorough market research and analysis to identify opportunities, threats, and emerging trends. |
| Risk Management | <ul style="list-style-type: none"> Identifies and evaluates problems to understand possible root causes and potential impacts Uses logic, judgement and data to determine possible solutions In liaison with the executive and quality assurance teams drive the organisation's risk management framework Reviews and authorises content to ensure reputational and legal risks have been considered and are reflected. Lead an environment committed to the rights, safety and wellbeing of people with a disability. Play a key role in fostering a culture of continuous quality improvement. |
| Governance | <ul style="list-style-type: none"> To attend Board meetings in an ex-officio capacity by invitation as required. To be an active participate on various governance committees. Provide presentations, reports and supportive documentation for Board and other governance functions of the organisation. To liaise with the Board and CEO to develop strategic and business imperatives. |
| Culture | <ul style="list-style-type: none"> Comfortable with ambiguity and change, adapts quickly and is an Innovative thinker Caring and compassionate, self-aware, considerate and inclusive. Shares honest feedback with empathy and support and acts ethically Consistently live and demonstrate the Onemda Values – leadership, development, respect, welcoming, caring and supportive. 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. Safeguard the positive culture of Onemda and identify and address any risks to the good reputation, caring culture and ethical standing of the organisation. Adhere to the principles of The Victorian Charter of Human Rights 2006. |
| Workplace Health and Safety | <ul style="list-style-type: none"> Work in a safe manner and adhere to safety instructions as outlined in Onemda's Policy and Procedure Manual and Emergency Management Plan. Participate in regular safety checks, including fire drills, and contribute to the evaluation and review of such procedures. Remain competent, physically able and informed in safe manual handling procedures. 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 |

| KEY PERFORMANCE AREA | ACTIVITIES AND RESPONSIBILITIES |
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| 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: ____/____/____