

POSITION DESCRIPTION

POSITION TITLE	Director Disability, Mental Health and Aged Care		
POSITION OVERVIEW	Lead and manage the strategic and business operations of WCS NDIS disability services, community based mental health programs and aged care support services.		
CLASSIFICATION	Director 1	SERVICE LINE AREA	Disability, Mental Health and Aged Care
EMPLOYMENT TYPE	<input checked="" type="checkbox"/> PERMANENT <input type="checkbox"/> FIXED TERM <input type="checkbox"/> CASUAL		
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> FULL TIME <input type="checkbox"/> PART TIME		HOURS PER WEEK 38 hours
LOCATION	26 Corinna Street, Woden		
IMMEDIATE MANAGER	Chief Executive Officer		
INDUSTRIAL AGREEMENT	Community Sector Multiple Enterprise Agreement 2009 (ACT) and WCS specific additional conditions underpinned by the SCHADS Award 2010.		

REPORTING RELATIONSHIPS

NO OF DIRECT REPORTS	3	NO OF INDIRECT REPORTS	85
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KEY RELATIONSHIPS

INTERNAL	Executive Team, Corporate Services, Disability Services, Mental Health and Aged Care Support Teams.
EXTERNAL	Government agencies and ACT Community Sector

KEY ACCOUNTABILITIES

- Develop, implement and evaluate strategic improvement initiatives that build organisational capability and contribute to long term growth and sustainability of WCS.
- Translate the organisation's strategic and business plans into operational goals.
- Develop specialist expertise and maintain market intelligence to assist with lobbying, advocacy and networking and generate initiatives in areas of service responsibility.
- Cultivate commercial orientation that results in long term growth and sustainability of WCS.
- Ensure effective management of financial resources to maximise results for service users and strengthen organisational viability.
- Foster and sustain mutually beneficial relationships and networks with government funding bodies, other organisations and the ACT business sector.
- Build teams with complementary skills and inspire others to achieve the highest level of performance through effective recruitment, performance management and employee development.
- Develop and maintain relevant policies and procedures and ensure continuous improvement strategies are encompassed and contribute to the performance of the Service Line and organisation.
- Work in accordance with workplace health and safety guidelines and organisational policies and procedures.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> Previous experience in a senior leadership role. Sector knowledge and networks, including experience in developing and managing partnerships. Experience in monitoring and developing service quality and practice. Experience in working with complex service systems. Demonstrated experience in working in the disability, mental health and/or aged care sector. Experience in ensuring ongoing viability in fee for service funding models. Demonstrated ability to achieve results through effective leadership of diverse teams with a focus on strategic and organisational objectives. Demonstrated ability to effectively communicate, mediate and negotiate with a range of people including other community sector organisations and government bodies. Effective management of financial resources of service areas to maximise results for service users and strengthen organisational viability. Well-developed representational and interpersonal skills.
Highly Desirable	Graduate / Post Graduate studies in relevant field
Other	Ongoing employment is subject to applicants providing a satisfactory national police check and Working with Vulnerable People registration

Document History	Original: Aug. 2019 Revised: Version: 1				
Employee's name	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;"></td> <td style="width: 20%; background-color: #e0f2f1; text-align: center;">Signature</td> <td style="width: 20%;"></td> <td style="width: 20%; background-color: #e0f2f1; text-align: center;">DATE</td> </tr> </table>		Signature		DATE
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Manager's name	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 40%;"></td> <td style="width: 20%; background-color: #e0f2f1; text-align: center;">Signature</td> <td style="width: 20%;"></td> <td style="width: 20%; background-color: #e0f2f1; text-align: center;">DATE</td> </tr> </table>		Signature		DATE
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See next page for [Capability Framework](#) details

CAPABILITY FRAMEWORK

CORE REQUIREMENTS	BEHAVIOURAL INDICATORS
Sector and organisation purpose and values	A thorough working knowledge of and application of the philosophy and rationale for human rights based approaches in the disability sector. Provides executive leadership in setting the vision, purpose, values and strategic direction of the organisation. Models required behaviours and leads others in meeting organisational expectations. A sound understanding of the relevant industry key organisations and their functions. Thorough working knowledge of the impact of sector, national and global issues on the organisation's operations and/or functions.
Leadership and teamwork	Effectively communicates the purpose, vision and culture for the organisation or major parts of the organisation. Is an effective change manager. Manages a number of multi-discipline program/project groups of staff. Initiates programs/projects. Is responsible for the medium term (3–5 years) development, implementation and evaluation of strategic solutions. Provides overall program/project leadership on major projects. Manages relationships on key strategic issues. Interacts and influences effectively at all levels. Develops and/or applies policies and programs for effective operations – e.g. work systems, job design, recruiting, training, performance. Contributes to senior management team performance and effectiveness, working collaboratively with other senior managers to ensure cross-organisational goals are set and implemented.
Communication	Establishes and maintains the relationships necessary to achieve strategic outcomes. Communicates well to broad communities. Highly effective interpersonal skills at all levels of the organisation and externally. Highly developed public speaking and public relations skills. Understands who needs to be consulted and why. Negotiates internally and externally. Negotiates matters of strategic importance to the organisation; understands the importance of managing difficult/critical relationships effectively.
Customer relationships	Drives and models customer service philosophy and systematic behaviours. Implements systems and processes to lift and/or re-align key or strategic customer relationships. Understands the broad issues of meeting stakeholder and community expectations, competing interests, and funding pressures.
Personal accountability	Implements measurable objectives and plans for self and the team to meet organisation operational objectives. Regularly reviews and monitors performance. Ensures the strategic alignment of practices, methods and procedures with other relevant organisational policies. Advises on relevant standards issues at all management levels across a program/project and/or relevant corporate function. Balances risks and the compatibility of solutions

	with legislation, financial and other organisational constraints. Manages multiple demands. Exercises sound evidence-based judgement.
Innovation	Able to think innovatively and strategically on program/project and organisation-wide issues. Identifies where and how problems can be solved. Works to reach implementable solutions, challenging existing approaches where necessary. Establishes innovative approaches in the program/project. Works to improve quality through the implementation of management improvement systems and processes. Encourages others to think and act creatively. Understands and interrelates factors across a number of services. Develops alternative scenarios and actions to meet multiple objectives up to 3-5 years into the future, and/or resolves multiple challenges. Understands the underlying issues, identifies commonalities and differences and reconciles conflicting priorities and objectives.
Experience and qualifications	A source of knowledge in a major area of expertise and/or multi-disciplinary understanding. Demonstrates strategic analytical and executive management skills.
FUNCTIONAL REQUIREMENTS	BEHAVIOURS INDICATORS
Dimensions, scope and complexity	An executive manager of a variety of significant multi-discipline complex functions.
Board relationships and governance	Maintains strong and effective relationships with the Board. Provides strategic and operational advice on the changing role of the organisation and secures the required support and authority for the organisation to play its designed role. Uses knowledge and complies with governance requirements including relevant legislation and organisational policies and procedural guidelines applicable to service delivery and/or area of responsibility. An advisor to the CEO and/or Board on compliance matters.
Key stakeholder relationships	Understands strategically important stakeholder relationships. Leads engagement with and the building and maintaining of positive relationships and organisation image with stakeholders and relevant organisations, the local community, government departments, commercial entities and other community service organisations. Has an extensive network across strategically important organisations.
Strategic and operational planning	Develops strategic plans to take account of uncertainties in the business environment. Plans are designed to achieve organisational objectives and cover multiple, diverse disciplines and/or relate to significant complex functions. Establishes operational plans that encompass the proposed service context and annual budgeting cycles. Collaborates effectively with other senior managers in the development of plans. Engages staff appropriately in the process. Ensures plans are reviewed on an annual basis.

<p>Commercial risk management</p>	<p>Assesses risks – business, political, community expectations, media response – for organisational impact. Understands and determines the strategic level business and commercial impact of decisions, on the organisation and other parties, utilising a comprehensive knowledge of the sector context.</p> <p>Comprehensive knowledge of business and commercial activities. Confidently manages the tension between financial and social purposes. Conducts strategic evaluations of controls. Monitors changes in legislation and public policy that have strategic impact on the organisation. Ensures necessary action is taken and reflected in guidelines and other organisational processes and systems pertinent to programs/services and/or area of responsibility. Ensures that managers operate within the organisation's risk framework and comply with internal policies, procedural guidelines and guidance. Ensures contract preparation, subpurpose and management is consistent with organisational and sector context and contract management processes are effectively developed, implemented, monitored and reviewed.</p>
<p>People management</p>	<p>In the management of overall programs/projects or functional areas, ensures that people management activities are consistent with organisation's policy, values and annual plans. Builds diverse and high performing teams; encourages development and learning. Implements workforce planning and talent management strategies that reflect priorities. Contributes to developing human resources systems for the organisation. Ensures staff conflict/grievances systems are in place. Ensures all human resources requirements are met.</p>
<p>Financial management</p>	<p>Ensures the totality of organisational context is reflected in financial management processes and outcomes. Reviews and advises on organisation and financial management. Leads the review of financial plans and budgets. As appropriate, ensures all statutory accounting and reporting requirements are met. Operational controls are in place to enable review of ongoing performance.</p>