

POSITION DESCRIPTION



Position Title: Operations Manager, Client Services Sydney
Work Level: Manager
Reports To: Director, Client Services
Direct Reports: 3 - 5 Staff Members
Indirect Reports: 15-20 Staff Members (possibly more, dependant on funding)

Position Overview

The Operations Manager is responsible for the operational management of ACON's Client Services based in the ACON Sydney office. This division delivers trauma-informed individual and group support services to people living with or affected by HIV and/or people of diverse genders and sexualities (LGBTQ+ people). These services can include Intake, Care Coordination, Counselling, Mental Health Peer Work, Home-based care and Group Work.

This position is responsible for overseeing all the operations of these services, across the course of the client journey, from service enquiry to service exit. This involves planning, developing and implementing operational processes and procedures of all funded services to optimise efficiency and ensure the ongoing delivery of safe, high-quality, inclusive and affirming services.

This role will also work closely with other leaders and staff in Client Services (Sydney and the Regions) and other divisions (such as Community Health or HIV and Sexual Health). This collaboration is focused on strengthening user experience, including smooth and appropriate referrals in and out of ACON's services.

Main Activities

- ✓ Lead the delivery of services aligned to ACON's model of care, evidence-based service models and user-journeys with a clear focus on safety, inclusive and affirming services for all community members.
- ✓ Contribute to the development of ACON's Safety and Quality Governance Framework for Client Services – and associated policies, processes, and procedures – and lead their implementation.
- ✓ Ensure the Client Services division partners with clients and community in the co-design, development, delivery and improvement of services – monitor and respond to client feedback.
- ✓ Manage the Client Services risk management plan, including identifying service risks and implementing mitigation strategies.
- ✓ Act as an escalation point for service delivery incidents and support or lead required incident review processes.
- ✓ Ensure team engage in culturally responsive and accessible practices in their work with LGBTQ+ communities - including Aboriginal and Torres Strait Islander people.
- ✓ Develop and maintain collaborative partnerships with other healthcare and community service providers to ensure integrated care pathways for LGBTQ+ people and people living with HIV.
- ✓ Manage physical, financial, and human resources of the team, including support & mentoring – and evaluating performance of the division.
- ✓ Provide regular line supervision and performance management for direct reports; offer support and debriefing to staff in the division and drive learning and development opportunities.
- ✓ Plan, schedule, deliver and evaluate team activities to achieve established goals and objectives in line with the ACON Business Plan and grant agreements. Monitor performance data for continuous improvement and to report on progress to funders.
- ✓ Champion the development and sustained implementation of diversity and inclusion initiatives within the workplace, actively promoting a culture that respects, celebrates and cultivates differences among staff and volunteers.

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Selection Criteria

Essential:

- 1. Professional qualification in Social Work, Occupational Therapy, Counselling, Psychology or Peer Work and registration with the relevant Professional Body (e.g. AHPRA, AASW, CWA – for Peer Work please contact us to discuss)
- 2. Minimum of 3-years’ experience managing an allied health or multi-disciplinary team and 5-years’ experience in the delivery of individual support services (e.g. care coordination or counselling) within a community mental health service or similar setting, with proven ability to manage teams, resources, and service delivery functions effectively.
- 3. Demonstrated capacity to implement quality frameworks, manage risk, and lead continuous improvement processes in a healthcare or community service context, including compliance to clinical standards.
- 4. Demonstrated ability to align operational activities (e.g. financial, human resources, administration, and program management) with strategic objectives, monitor performance data, and report effectively to stakeholders and funding bodies.
- 5. Experience overseeing psychological and risk assessments of clients with complex needs and providing clinical direction and leadership.
- 6. Experience using, administering, monitoring and ensuring compliance with client record management systems.
- 7. Advanced interpersonal, communication, negotiation, and liaison skills combined with sound judgement, diplomacy, and cultural responsiveness.
- 8. Commitment to ACON’s purpose, vision, values and strategic plan – including strong understanding of LGBTQ+ communities' needs and demonstrated experience ensuring culturally responsive and affirming services for diverse populations including Aboriginal and Torres Strait Islander people.

Desirable:

- 1. Proven experience partnering with service users to co-design, develop and evaluate programs, with demonstrated commitment to consumer-centred approaches.
- 2. Recommended vaccinations against illness that may adversely impact ACON’s communities.