

Position Description

Position Title	Operations Manager
Reports to	Chief Executive Officer
Supervises	Administration Officer
Responsible for	<p>Developing, implementing and reviewing operational policies, procedures, and systems to ensure high quality, efficient service delivery and operations.</p> <p>Ensuring policies, procedures and systems align with the Australian Service Excellence Standards (ASES), the Specialist Homelessness Service (SHS) quality standards and all internal policies.</p> <p>Ensuring operational risks are identified, assessed, and controlled in a timely and comprehensive manner.</p> <p>Ensuring risk mitigation strategies are implemented, documented, and monitored.</p> <p>Effectively managing WHS and risk to ensure the safety and sustainability of the organisation.</p> <p>Regularly reviewing Detour House Inc values, strategic plan and business plan to align with current best practice in the AOD, homelessness and youth sectors.</p> <p>Mentoring and managing the Administration Officer and other staff members, as required.</p>
Location	Inner West (3 locations)

Conditions of employment

Employer	Detour House Inc.
Hours per week	30-38 hours (4 or 5 days) per week (flexible)
Status	Full-time or Part-time
Award	Modern Award SCHADS
Classification	SCHADS Level 6
Benefits	<ul style="list-style-type: none"> • Exciting career opportunity working in female-led services. • Options for flexibility and career advancement. • Generous salary sacrifice available. • Access to ongoing professional development. • Monthly team well-being activities. • EAP access up to 6 sessions a year. • Inclusive and supportive organisational culture.

Key accountabilities

- Overseeing operational management for Detour House Inc, with a focus on compliance, quality assurance, risk management and office management.
- Contributing to the development and review of DHI policies and procedures and service forms and documents.
- Overseeing the maintenance of Australian Service Excellence Standards (ASES) accreditation process.
- Building linkages with community organisations including Aboriginal Controlled Organisation to develop local connections.
- Implementing staff training and development programs across the organisation.
- Participating in high-level network meetings.
- Overseeing the implementation of the RAP.
- Seeking grant opportunities to grow services and accommodation.
- Continuing to grow community housing connections.
- Completing CIMS file reviews quarterly tracking improvements.
- Coordinating annual team building events within allocated budget.
- Conducting research on emerging issues related to homelessness, AOD, FDV and other relevant topics to develop new programs and initiatives based on research findings and community needs.
- Completing yearly client service reviews/case file reviews, data analysis and outcomes measurements
- Ensuring consistency and alignment of services across sites.
- Ensuring a social media presence to attract donations and increase service profile
- Overseeing communication and marketing development including keeping the website updated, with direction from the fundraising sub-committee.
- Overseeing governance, risk and compliance activities with direction from the governance sub-committee.
- Supporting line managers with workflow management such as providing guidance on incidents and escalating as necessary
- Overseeing the implementation of fundraising strategies within the allocated budget
- Out of hours attendance at events to support organisational goals may be required
- Overseeing risk management and mitigation through maintaining adequate controls across finance, operations and IT
- Developing and overseeing outcome measurement systems to ensure we are meeting our funding obligations

General Expectations

- Work as part of the wider Detour House Inc. team displaying effective team membership by assisting with and participating in whole of service events and supporting events run by other Detour House programs.
- Participate in training and performance appraisal as required.
- Perform all duties in accordance with the Detour House Inc. Code of Conduct, policies and procedures and philosophy.
- Perform all duties in line with EEO policy and WHS safety standards, ethical practice principles and a commitment to the principles of cultural diversity.

Essential Selection Criteria

- Tertiary qualifications in business management, social work, or another relevant discipline, or over 5 years' relevant experience.

- Experience developing organisational policies and procedures, with a strong attention to detail.
- Demonstrated ability to effectively identify, manage and mitigate organisational risk.
- Skill, training, and experience in managing workplace health and safety.
- Highly developed planning and organisational skills, including the ability to clearly identify objectives and priorities; anticipate barriers and risks, and identify solutions.

Desirable Selection Criteria

- Experience in supporting organisations to maintain third-party verified accreditation or certification; ideally ASES.
- Proven experience and skills in office management.
- Skill and experience in data analysis and outcomes measurement.
- Experience working in community service settings, ideally in youth, housing, and / or alcohol and other drug treatment service settings.
- Experience with email marketing platforms and CMS.

Compliance requirements

- Current NSW Driver's License
- Clear Working with Children and National Criminal History Record checks
- First Aid Certificate

This position description is subject to change in line with duties and strategic objectives.

The position is dependent on continued funding from the Department of Communities and Justice.