

Regional Manager, Community Inclusion – Metro area

Position Description

Directorate:	Vinnies Services
Reports to:	Director, Community Inclusion
Direct reports:	<p>Team Leader, Community Participation – Metro</p> <p>Team Leader, Community Engagement – Metro</p> <p>Team Leader, Friendship Transition</p> <p>Team Leader, Community Engagement, Louise House</p> <p>Program Development Coordinator</p>
Location:	Sydney Metro area – based within the geographical region of the service package or service.
Primary position objective:	Drive excellence in service provision by applying leading practice and evidence-based approaches for community inclusion that are informed by the Society’s mission which effectively reduce the impact of poverty and address injustice in our communities.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Community Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Program and Service Quality: this team is responsible for developing and implementing a Society-wide Quality Framework to support a culture of continuous improvement; and supporting quality review and audit processes.

Service innovation and business development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Regional Manager, Community Inclusion will:

- Ensure the successful implementation of the Strategic Plan in their team.
- Share collective responsibility for delivering organisational objectives, through active engagement and collaboration with employees at all levels in the organisation.
- Lead and ensure the effective delivery community development initiatives, community engagement activities and community planning initiatives.
- Lead the Regional team in local problem solving, working closely with members and volunteers, business partners, service delivery staff, and enabling functions staff.
- Analyse and respond to business information to design and implement operational improvements that remedy underperformance and respond to improvement opportunities.
- Support the Regional team in local problem solving, working closely with members and volunteers, business partners, service delivery staff, and enabling functions staff.
- Drive continuous improvement in all services and programs, based on analysis of outcomes and impact.
- Lead practice that supports the co-design of services and programs with the people we serve.
- Lead and manage staff, budget and other resources to ensure the Region delivers positive outcomes for clients and achieves maximum benefit and results from the resources available.
- Develop and maintain strategic partnerships with key community stakeholders ensuring effective and efficient delivery of Vinnies community inclusion programs and to maximise outcomes for community
- Implement decisions required to support service-mix optimisation.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements.

Critical Key Performance Indicators (KPIs)

- Establishment of clear direction and goals for team aligned to the Society's strategy; communicate business updates in a timely manner, linking strategy with people's goals
- Increase documented reviews of current service capacity and effectiveness show that our social services effectively reduce the impact of poverty and address injustice in our communities
- Majority of the people working in our social services have been educated in outcomes and impact measurement

- Service information and data is actively to increase the impact of our social services.
- New service opportunities are always reviewed against the decision-making framework.

Key working relationships

In addition to the Director, Community Inclusion and their direct reports, the Regional Manager, Community Inclusion will foster close working relationships with:

- Other Regional Managers;
- Regional Partners located within their region, including Employment Relations, Work Health and Safety, Learning and Development, Mission and Spirituality, Facilities;
- Manager, Finance, Vinnies Services (Finance and Corporate Services);
- Manager, Data and Reporting (Strategy and Governance);
- Manager, Program and Service Quality (Strategy and Governance)
- Manager, Business Development and Service Innovation (Vinnies Services)
- Business Engagement Coordinator (Technology Services team in Finance and Corporate Services).

Essential criteria

Critical capabilities

There are nine capabilities expected of all employees across the Society:

- **‘People we serve’ centric:** (Level 4) Lead excellent service provision and advocacy to reduce the impact of poverty and address injustice in our communities.
- **Values based leadership: (Level 4)** Lead and embed the ethos and spirit of the Society’s mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Manage the delivery of positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 3) Manage collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society’s mission and implement the Strategic Plan.
- **Change leadership:** (Level 3) Manage and mobilise resources to deliver change.
- **Team performance:** (Level 3) Manage and develop individuals and teams to deliver against Society’s strategic priorities.
- **Digital engagement:** (Level 3) Manage virtual, dispersed teams and stakeholders using digital tools.
- **Innovation and improvement:** (Level 3) Facilitate an improvement in existing and new services, and ways of working.
- **Financial acumen:** (Level 3) Manage the team’s resources, projects and services to deliver positive outcomes within budget.

Role-specific criteria

- Relevant tertiary qualification/s including social work, youth work, community services or management.
- Excellence in strategic planning processes

- Demonstrated experience implementing strategic community projects
- Demonstrated experience in quality management of professional staff and teams
- Experience in managing strategic relationships with multiple stakeholders
- Experience leading complex projects with internal and external stakeholders
- Demonstrated experience in budgeting, contract monitoring and project management
- Demonstrated experience in management positions in a human services environment, particularly with the development and delivery of outcome focussed services.
- Proven ability to apply advanced analytical, problem solving, and decision-making skills within a complex operating environment.
- Excellent interpersonal and relationship management skills, with a proven ability to collaborate effectively with internal and external stakeholders.
- Ability to travel regularly across NSW.
- NSW driver licence.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.