



## **Service Manager Position Description**

### **1. The organisation**

Burnett Respite Services Inc. (BRSI) is one of the state's most diverse non-government disability organisations, with over 10 years experience and success in service provision.

### **2. The role**

Reporting to the Board of Management, this strategic leadership role will guide and drive Burnett Respite Services Inc. at a time of growing awareness and commitment to the issues facing people with a disability and their families/carers.

The Service Manager's key function is to ensure Burnett Respite Services Inc. works effectively, efficiently and ethically to build community support for policies and practices that support people with disabilities to participate in society in an equitable fashion.

Specifically, the Service Manager will ensure Burnett Respite Services Inc. works successfully with government, business and industry, other non-government organisations and the community, to develop visions and solutions for people with a disability, their families and carers and help drive the change necessary to achieve our vision.

Additionally, the Service Manager will hold overall responsibility for Burnett Respite Services Inc.'s financial viability, its general management, stakeholder and media relations, corporate governance, risk management, and the overall short to long term continuance and development of the business.

Specific duties and responsibilities include, but are not limited to, the following:

- Manage/oversee all day-to-day business operations of Burnett Respite Services Inc. (BRSI) such as internal reporting, project management, financial management, staff development and management (including the administration of employment contracts and statutory employment requirements such as OH&S, equal opportunity etc.);
- Co-ordinate the further development and subsequent successful implementation of BRSI's strategic plan (which will include significant work on branding and corporate communications, policy development, business development, HR, risk management and resource allocation);
- Develop and maintain relationships with the Board, relevant affiliate groups, local, State and federal government funding and other relevant bodies, corporate groups, and nongovernment bodies, to generate income and drive change;

- Represent the organisation in a variety of media and in public forums, on a broad range of issues;
- Ensure all corporate governance issues are pro-actively managed;
- Establish, review and oversee the implementation of policies and procedures that ensures BRSI complies with all legal and regulatory requirements with respect to administrative and financial matters; and
- Advise and keep the Board informed on all governance, HR, performance, risk and other related matters and attend/participate in appropriate committee and subcommittee meetings as required.

### **3. Key Competencies Required**

- Organisational Leadership and Business Management
- Strategic Planning
- Stakeholder and Media Relations
- Business Development
- High Level Public Policy Development, Advocacy and Change Management
- Corporate Governance and Risk Management

### **4. Working Relationships**

| <b>Contact</b>        | <b>Nature or Purpose</b>   |
|-----------------------|--|
| Direct Reports        | Leadership, staff development, policy and strategy development managerial, HR issues, general counsel, conduit to the board. |
| Chairman of the Board | Reporting, obtaining counsel/direction   |
| Staff of BRSI         | Leadership and management  |
| Media                 | Communicate BRSI's position on an issue and mobilise the community   |
| State Government      | Communicate BRSI's position on an issue and mobilise government to action  |
| NGO's                 | Work strategically and develop cooperative plans   |
| BRSI Board            | Reporting, strategic development, subcommittee activities, counsel   |

### **5. Developmental Value**

- High level negotiation and influence capabilities.
- Experience working with a board of directors.
- Experience in leading organisational change.

## **6. Selection Criteria**

### **6a. Key Competencies**

#### **1) Organisational Leadership and Business Management**

Demonstrated competency in leading and managing an organisation (preferably with experience in the non-profit sector) by having exhibited the ability to:

- Create and articulate an organisational vision
- Set priorities and allocate resources effectively
- Drive innovation through embracing diversity and change
- Take accountability and achieve agreed outcomes
- Develop yourself and others
- Positively shape an organisational culture
- Maximise an organisation's brand value
- Co-ordinate and manage multiple projects in a complex, resource-limited environment.
- Develop and manage an annual budget of over \$3 million
- Build and lead enthusiastic, goal-oriented teams.
- Foster staff commitment to the organisation's overall goals

#### **2) Strategic Planning**

Demonstrate experience in developing, successfully implementing and evaluating corporate strategic plans (which will include business plans, risk management plans, marketing plans and budgeting).

#### **3) Stakeholder and Media Relations**

Demonstrated capacity to;

- Work effectively with a range of media and effectively deal with complex issues.
- Develop and maintain strong relationships/alliances with a diverse range of stakeholders (e.g. staff, board, government, NGO's, affiliated organisations and corporations)
- Ensure the organisation, its mission, its programs, and its policies are consistently presented in strong, positive image terms to relevant stakeholders.
- Influence and negotiate with a broad range of stakeholders.
- Excellent communication and public representation skills, possibly evidenced by:
  - Acting as spokesperson in public forums and to the media
  - The ability to write, edit and produce documents of a highly professional standard

#### **4) Business Development**

An ability to build and grow a business and capitalise on commercial opportunities (preferably a not-for-profit organisation)

## **5) High Level Public Policy Development, Advocacy and Change Management/Community Mobilisation**

- An ability to engage in high level public policy development and advocacy work, as well as drive change management, possibly demonstrated by:
  - Experience and/or a solid understanding of the political decision making processes
  - Experience in lobbying and representation of an organisation to a wide range of external audiences
  - Experience in driving social change agendas

## **6) Corporate Governance and Risk Management**

- Proven knowledge and experience in financial management, corporate governance and risk management.
- Demonstrated experience and knowledge of organisational governance issues.

### **6b. Qualifications/Knowledge/Experience**

#### **Qualifications**

Tertiary qualifications in a related area of management and/or 5 years experience managing and leading staff and managing a budget of \$3million+.

#### **Knowledge**

A knowledge of key issues relevant to BRSI's Mission Statement

### **6c. Values**

- A demonstrated passion and commitment for working in the disability sector
- A demonstrated commitment to values based management
- Candour and honesty.

## **7. Employment Specifications**

#### **Location and travel**

BRSI is located at 52A Hinkler Avenue Bundaberg Qld.  
Intra- and interstate travel will be required as appropriate.

#### **Remuneration**

A competitive package will be negotiated with the successful applicant, depending on qualifications and experience.

#### **Basis of Employment**

The Service Manager is employed on a full time basis with annual reviews assessing performance against mutually agreed indicators.