



POSITION DESCRIPTION

POSITION TITLE **Manager Community Services**

THE ORGANISATION Established in 1987, Out Doors Inc is a community based mental health service providing a range of programs for people with mental illness and their carers. Its mission is to provide challenging approaches to better mental health by assisting people to get “out the door” and to participate in the life of their community (Appendix 1).

POSITION SUMMARY The Manager Community Services’ role is to lead and manage a range of high-quality community services that are responsive to community needs and meet relevant service contracts, standards and legislation. Responsible for the development of partnerships and implementation of projects with agencies and network with relevant stakeholders as identified in the Out Doors Inc Strategic Plan.

TENURE Confirmation of appointment is conditional on a satisfactory police check. Tenure is, subject to satisfactory completion of a six-month probationary period and continuing funding.

HOURS 30.4 hours per week, Monday to Friday (flexible). In addition, the Manager Community Services is expected to be available on an On Call roster to provide telephone assistance (across the week and weekend).

CLASSIFICATION Contract to June 2024

REPORTING RELATIONSHIPS Reports directly to the Chief Executive Officer (CEO) and in the absence of the CEO, to such other person as may be designated by the Council of Out Doors.

Direct reports as per Organisational Chart (Appendix 2).



Key Result Areas

- The Manager Community Services is responsible for the daily management and supervision of staff within their department to ensure the programs/activities meet the KPIs.
- To ensure operational services are delivered to related quality standards, comply with relevant legislation and achieve contract requirements.
- Assists the CEO in the implementation of Out Doors' strategic and business plans.
- To develop partnerships and implement projects with various agencies to enhance and assist Out Doors strategic direction.

Position responsibilities

1. Growth, Planning & Delivery

- Lead and manage program service delivery through Out Doors hubs across various regions by:
 - Developing partnerships with clinical and non-clinical providers in related geographical areas;
 - Coordinate the candendarisation of programs/activities required in each area to meet the KPIs;
 - Rostering of staff and resources to ensure the delivery of high quality services; and
 - Regularly monitor progress against the KPIs.
- Day to day management of program delivery includes but not limited to:
 - Participant: service referrals, social inclusion, screening, Intake & Assessment, feedback/complaints and reviews;
 - Program planning: planning, input, development, implementation and evaluation of programs; program innovation and program partnerships; and
 - Risk Management and Compliance: Identify and assess risk for self, others and clients; manage risk and submit reports within legislated timelines; compliance to Program policies & procedures; record keeping on client data base, collect & analyse data; and monitor and review risk.
- Liaise with the CEO to ensure congruence in initiatives and Out Doors' annual Business and Strategic Plans including any changes/opportunities.
- Work closely with the team to ensure acquittals and reports are completed on time and within guidelines.

2. Education, Research & Partnerships

Education

- Network with internal and external stakeholders and create opportunities to exchange ideas, share knowledge and foster collaboration.



- Contribute through leadership to sector wide initiatives to improve the mental health of people.

Research

- Promote an 'evidence-based and evidence-building' culture and capability within the organisation and with external stakeholders, recognising practice wisdom, valuing diverse points of view and taking into account the complex relationship between mental health, physical health and nature.
- Ensure continuous improvement of practice and service delivery through ongoing consultation and client feedback.

Collaboration and Stakeholder Relationship

- Provide high standards of customer service to internal and external stakeholders, and nurture effective relationships across the organisation to drive key initiatives forward.
- Develop and maintain relationships with external stakeholders, including formal and informal partnerships with: other community services organisations; relevant communities of practice; peak bodies; government and other funders; research and data bodies; and corporate and other supporters of Out Doors.

3. Organisational Capacity

Change Management

- Develop and coordinate the implementation of service delivery across Out Doors' service areas as identified in the Growth Strategy including preparedness strategies for identified opportunities.
- Monitor and, where necessary, streamline the organisation's program procedures and practices, in conjunction with staff affected.
- Implement organisational plans as delegated by the CEO which might require complex and extensive consultation with staff and key stakeholders.
- Report on any issues/concerns that the implementation and change might have on the organisation's branding.

Continuous Improvement

- Ensure that staff participate in reflective practice and program reviews to maintain continuous improvement and quality services responsive to the changing needs of the community.
- Provide periodic reports to the CEO on program activity and client participation levels against specified targets and ensure services are delivered to meet program requirements and targets.
- Participate in the planning, implementation, and ongoing provision of Out Doors' programs to respond to the needs of the target group including the development and implementation of business plans.
- Ensure that IT systems are optimised by all program users (eg. Lumary).
- Assist and participate in the continuous improvement of programs, including audits, surveys and meetings.
- Assist the CEO in the development of compelling tender/submissions for funders both on



behalf of Out Doors as well as in partnership with external partner agencies.

- With CEO support, develop market-led program service proposals and business cases to support Out Doors objectives of service delivery and financial sustainability.

Human Resources

- Provide leadership, direction and support for delegated staff.
- Strengthen the culture and team work across the organisation.
- Ensure high levels of performance and accountability including management of complex rostering.
- Ensure contemporary recruitment, induction, supervision and staff supervision practices.
- Ensure that staff participate in an Annual Performance Appraisal and develop an individual Annual Professional Development/Training Plan.
- Prepare rosters of program and sessional staff (including on-call) to ensure appropriate coverage.
- Ensure compliance with contractual, organisational and legislative requirements.

Financial Accountability

- Draft relevant annual budgets for the Programs and once approved ensure compliance with agreed targets and delegations.
- Monitor and report variances in expenditure against budget allocations.
- Liaise with the Finance Officer to ensure money handling procedures delegated to staff compliment the organisation-wide financial reporting systems and audit requirements.
- Ensure the appropriate handling, reconciliation and reporting is completed by due dates.
- Report, in a timely manner, any issues adversely affecting work capacity or work satisfaction, for which assistance in resolving is required.

4. Equal Opportunity

Adhere to Out Doors' Equal Opportunity policy and procedures and state and federal Equal Opportunity legislation. Support a work environment that is:

- free from discrimination, harassment and bullying,
- refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards other staff, clients or the community.

5. Occupational Health and Safety & Risk Management

- Ensure work practices adhere to appropriate legal/ethical standards:
- Occupational Health & Safety as well as other relevant Acts and legislations
- Out Doors' policy and procedures.

While the position will have access to policy and procedural advice, a degree of independent judgment and decision making will be required particularly in emergency situations and in dealing with complex participant issues.



The following applies to all staff:

- Act in a responsible manner that complies with OHS legislation, ODI's policies and the Staff Code of Conduct to ensure the health and safety of self and other employees and all other people in the workplace.
- Support a safe and healthy working environment in accordance with the safety components of ODI's Safety Policy, the Occupational Health and Safety Act 1985 (as amended) and related regulations, codes of practice and standards.

Review

This position description will be reviewed in June 2022, in consultation with the incumbent.



Selection criteria

Essential

- Tertiary qualifications and a minimum of 10 years experience in human services/resources management and ability to provide leadership at a senior level.
- Leadership experience in complex human service organisations with demonstrated ability to manage a multi-disciplinary team.
- Working knowledge and understanding of state and federal Government policies, Acts and legislation relevant to Out Doors Inc. services including NDIS.
- Demonstrated ability to form partnerships with a range of professionals, community groups, philanthropic and key stakeholders.
- Experience in working with, and an understanding of and sensitivity to, the issues relevant to people living with a mental illness and a strong commitment to the principles of social justice: access, equity and participation.
- Highly developed interpersonal, communication and negotiation skills.
- Excellent written and oral skills, including demonstrated ability to write and present clearly and concisely for specific targeted groups and prepare high level briefings, reports, papers and correspondence.
- Sound fiscal management within an environment attracting multiple sources of funding.
- Knowledge of and commitment to continuous improvement, quality standards and best practice approaches.
- Well developed computer capabilities.

Desirable

- Experience in the community based, not-for-profit sector.
- A sound knowledge of, and familiarity with a community development approach to service delivery.
- Current Victorian driver license.



Appendix 1 About Out Doors

Organisational Principles

Our Principles are that a person at risk of poor mental health and other disabilities:

- is considered as someone with potential, abilities and a future
- has the right to choose, and
- is involved in the planning of outdoor adventure activities

In supporting our principles, Out Doors Inc. will:

- **Collaborate** – we work with people and community to improve individual's wellbeing with particular emphasis on people living with poor mental health
- **Educate** – we research, develop, organise, conduct and evaluate education and training programs for organisations involved in improving mental health and wellbeing, and
- **Promote** – we uphold the value of human contact with natural environments, outdoor adventure and the positive effects these can have on people's wellbeing

Vision

Out Doors will be the pre-eminent provider of adventure programs that promote mental health and wellbeing.

Mission

The mission of Out Doors is to provide challenging approaches to better mental health by empowering people to get “out the door” and to participate in the life of their community.

Values

The following are the key values held by Out Doors and these guide our decision making, practices and delivery of services.

- **Respect** – Respecting the diversity of our participants, staff and leaders is fundamental to us. We operate with inclusiveness and empathy, we uphold standards of ethical behaviour, and we work with participants in their interests.
- **Passion** – Our participants will be rewarded by their experience. We provide hope and encouragement to our participants to take up challenges and to reach their potential.
- **Excellence** – We maintain high standards in everything we do, particularly the safety and well-being of our participants. We will innovate and constantly seek to improve our services
- **Integrity** – We will be accountable for delivering our mission having regard to the highest ethical standards.
- **Environmental Stewardship** – We are committed to practices that ensure minimal impact on the environment. We acknowledge our responsibility for efficient use of resources to ensure environmental sustainability.



Appendix 2: Organisational Chart

