**POSITION DESCRIPTION**

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| **Position Title** | **Contract Manager** |
| **Service Location** | Bundaberg  Fraser Coast  Rockhampton |
| **Award / Agreement** | Social, Community, Home Care and Disability Services Industry Award 2010 |
| **Classification** | Level 7.1 |
| **Type of Employment** | Full-Time  Part-Time  Fixed Term  Casual |
| **Criminal History Screening** | Yes  No |

***Southern Cross Support Services*** (SCSS) provides a range of accommodation and support programs for children, young people and adults with a disability and/or mental health issues and/or other community care requirements that are predominantly funded by the Queensland Government.

**Southern Cross Support Service’s Mission Statement:**

***Empowering individuals to achieve a balance of life skills that provides***

***Purpose, Belonging & Security***

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| **PURPOSE OF POSITION:** |
| * To be responsible for the management of all aspects relating to Contract Management, including effective and efficient delivery of contract administration, customer and client service requirements for Southern Cross Support Services relating to contract management. * To work with other managers to ensure SCSS ability to meet policies and procedures, and all legislative requirements. * To be responsible for the development, implementation and evaluation of work activity that meets and is within SCSS budgets and funding agreements. * To create and promote a culture that is positive, supportive and aligned to SCSS values to achieve industry best practice. * To provide leadership in all Contract Management matters and ensure they are cost-effective and aligned to the strategic goals and business plans of SCSS. |

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| **REPORTING AND TEAM RELATIONSHIPS:** | |
| **Reports to:** | Chief Executive Officer |
| **Reports to this position:** | Directly: Administration Officer (Contract Management)  Indirectly: NIL |
| **Key Relationships:** | Internal:   * Board of Directors * CEO * Senior Management * Corporate / Service Delivery Staff   External:   * Service Users, Families and Carers * Key Stakeholders * Suppliers and Contractors * Funding Bodies – Government & Non-Government Agencies |
| **KEY RESPONSIBILITIES (GENERIC):** | |
| * Work ethically * Demonstrate commitment to relevant values and philosophy of SCSS * Consistently comply with SCSS policies and procedures and relevant Standards and legislative requirements * Take responsibility for professional skills development * Always represent SCSS and its interests in a responsible and effective manner when engaging in internal or external dealings   **Documentation, Reporting**   * Maintain documentation in a manner consistent with reporting requirements and according to SCSS policies and procedures. * Collect, analyse and prepare data in ways to inform decision-making * Contribute to development and review of policy and legislative related services   **Meetings**   * Routinely facilitate, set agendas, contribute to and complete relevant actions for team meetings and discussions * Add value to SCSS through active participation in relevant management and stakeholder meetings   **Confidentiality**   * Maintain confidentiality within SCSS policies and procedures   **Communication**   * Conduct interpersonal communication with clients and colleagues in a manner that enhances a person-centred and/or community-centred approach consistent with work role requirements. * Use effective skills in listening and providing feedback to ensure stories are heard and to support exploration and validation of issues raised**.**   **Self-Care**   * Regularly seek and undertake supervision and peer support. * Undertake debriefing as required.   **Workplace Health and Safety**   * Ensure safe work practices and operating procedures and comply with the requirements of WH&S Legislation and SCSS Policies and Procedures. * Be vigilant for situations that can cause a safety risk and remove the risk or advise Management so that steps can be taken to minimise the risk. * Ensure all accidents and incidents are reported to Management immediately.   **Other Duties Coincidental to the Position**   * Other duties as reasonably directed by the Chief Executive Officer. * Establish and maintain strong links with relevant professional associations and networks to advance the interests of the organisation and assist in the wider provision of SCSS service delivery. * Duties for this position should not be considered definitive. Duties may be added, deleted or modified in consultation with the incumbent as necessary. * Position Descriptions and staff performances will be reviewed regularly. | |

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| **KEY RESPONSIBILITIES (ROLE SPECIFIC):** |
| **General Contract Management**   * Prepare and maintain all Budget Proposals as requested by funding bodies for individual clients funding packages. * Actively contribute and be a key member of the Senior Management Team, demonstrating respect in interactions. * Actively liaise with external Contract Managers from each Funding Body (i.e. Department of Communities, Disability & Child Safety; QLD Health; NDIS; other brokerage agencies and providers; individual clients) * Ensure clear and open communication with SCSS Managers and Coordinators as required with regards to funded client hours and output schedules required for each * Oversee the ‘Your Life Your Choice’ funding and transition of existing clients into the NDIS   **Team Management**   * Ensure staff involved in Contract Management administrative functions are working in an efficient manner and manage the priorities and workload of these staff. * Monitoring performance of the Contract Management team and providing timely feedback and support, including regular performance reviews. * Managing and monitoring KPI performance of yourself and direct reports * Identifying training, mentoring and other professional development needs of the Contract Management Team.   **Management Reporting**   * Preparation of Key Performance Indicator (KPI) and management reports as required. * Tracking and maintaining an up-to date databases for client budgets and reporting of any variances to these. * Complete accurately, all reporting requirements to Funding Bodies, external agencies and SCSS CEO and Board of Directors * Identify and enact cost efficiencies and process improvement opportunities.   **Compliance Management**   * Work with Senior Management and other staff to ensure compliance with sector requirements. * Compliance management including Contract Management compliance relating to funding and legislative requirements. * Liaise and consult with the relevant Government departments at national and state level as required to ensure that all relevant Contract Management compliance matters are dealt with promptly. * Ensure all Service Agreements are compliant with required guidelines and meeting the scheduled deadlines. * Active participation at internal assessments of Contract Management processes, Audit & Risk Committee meetings.   **Quality Systems**   * Work with the Quality Team and other staff to ensure a strong and up-to-date Contract Management policy and procedure framework and monitor and support compliance across the organisation. * Work with all staff to ensure efficiency, effectiveness and continuous improvement of all Contract Management systems & services including preparation of procedures and documentation as required.   **Strategic Planning**   * Work with Senior Management and other staff to ensure systems and information collection can contribute to management reporting and reporting against performance indicators in the Strategic Plan. * Contribute to the strategic planning of the organisation in conjunction with Senior Management.   **Risk Management**   * Assist Senior Management with the risk management framework and provide support in risk management. |

| **ESSENTIAL QUALIFICATIONS, SKILLS, KNOWLEDGE & EXPERIENCE:** | |
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| **Qualifications:** | * Relevant Business/ Contract Management qualifications and /or experience suitable to meet the position requirements * Current unencumbered Class C Drivers Licence   Meet criteria to apply for:   * Positive Notice Blue Card for Child Related Employment * Disability Services Positive Exemption (Yellow Card) * LCS2 Form - Child Safety and Personal History Screening Check |
| **Skills, Knowledge and / or Experience:** | *Experience*   * Relevant qualification and/ or experience in Business/ Contract Management or related field. * Previous experience in the community sector, desirable but not essential, or an appreciation and understanding of community organisations. * Proven experience in working with data and creating useful reports using Microsoft excel. * Experience in the development of systems and procedures and improvement initiatives. * Proactive, accurate, and extremely detail orientated. * Strong analytical and decision-making skills. * Demonstrated hands-on practical approach. * Proven ability to manage change in a complex and often challenging industrial work environment. * Strong planning and organisational skills. * Strong written and oral communication skills. * Team player with professional and positive personal presence. * Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people internal and external. * Good leadership abilities. * Ability to work confidentially, with tact and discretion.   *Personal Qualities/Skills/Aptitudes – For this Position*   * Commitment to the values of SCSS and respect for the different contribution of individuals within the team. * Excellent quality, attention to detail, & organisational skills. * Excellent numeric skills. * Well presented, good communication and negotiation skills. * Commitment to professional development. * Can communicate effectively with a wide range of people. * Experience in providing general support in a small team, and an experienced team player. * Can work autonomously, effectively managing workload without continual guidance. * Energetic, willing and ‘can-do’ attitude. * Ability to analyse situations and take corrective actions. * Commitment to process of continuous improvement. |

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| **KEY RESULT TIMELINE :** | |
| **Timeframe** | **Performance Standard** |
| * 1. **Months from commencement** | * To have a grasp of SCSS’s organisational function. * To have a clear understanding of the individual role, responsibilities and KPIs and how this role interacts with other roles within the organisation. * To demonstrate building rapport and relationships with work colleagues in line with the organisational values. |
| * 1. **months from commencement (End of probation period)** | * Achieving Key Performance Indicators. * Behaviours are displayed by the employee that are consistent with SCSS behavioural performance standards. |

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| **CORE ORGANISATIONAL VALUES** | |
| **Values** | **Performance Standard** |
| **Honour** | Honour demands honesty, courage, integrity and loyalty and to consistently behave in a way that brings pride to us and our service. |
| **Empower** | The baton of decision is passed to another in an environment that is built on the knowledge and skills for success. |
| **Achieve** | Leaving no stone unturned in the pursuit of SCSS and individual position goals, while striving to give our best. |
| **Respect** | We will consider each other’s opinions and knowledge; recognise the roles and duties of others; and do all we can to appreciate the uniqueness of each other. |

***“Would I be happy to receive the service that I provided today?”***

| **CORE BEHAVIOURAL COMPETENCIES** | |
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| **Behavioural Competency** | **Performance Standard** |
| **Customer Service Orientation** | Developing relationships by listening to and making efforts to understand our stakeholders (both internal and external, e.g. clients, suppliers, key stakeholders, as well as other team members); anticipating and, if required as part of the role, providing solutions to stakeholders. Always prioritising stakeholders’ satisfaction. |
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| **Planning / Work Management** | Effectively manages ones’ time and resources to ensure that work is completed efficiently and effectively, setting and achieving goals, and where applicable establishing procedures to monitor the results. |
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| **Positive and Proactive Attitude** | Possess and continually cultivate a positive attitude towards problem solving. Show initiative and be proactive in identifying possible areas for improvement and introducing solutions. Negative comments to other staff in regards to Management decisions or actions are strongly discouraged. |
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| **Communicating Ideas and Information** | Clearly expressing ideas both on a one-to-one basis and in group situations (including non-verbal communication); expressing ideas effectively in written format. |
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| **Flexibility** | Maintain productivity and effectiveness in varying environments, with difficult tasks, duties and people; achieving results in a dynamic, demanding, legislative compliant environment. |
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| **Internal Staff and Management** | To provide support and assistance when required. To maintain a team orientation working towards common group goals.  To always work towards achieving the higher-level business objectives through the provision of effective support. |
| **Integrity / Self-Management** | Displaying loyalty to the business and others; acting professionally even when customers cause anger and frustration; behaving in line with the businesses values; behaving ethically both in conducting internal and external business activities. |

| **CORE MANAGEMENT & LEADERSHIP COMPETENCIES** | |
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| **Competency** | **Performance Standard** |
| **Leadership** | * The capacity to inspire trust and confidence by others. * The capacity to establish and articulate visions and plans at multiple levels. * Demonstrated ability to think and act strategically in relation to resource management and allocation. * Demonstrated understanding of the principles of Quality Systems, Corporate Governance, Risk Management and Practice Governance. * Ability to manage competing priorities. * Capacity to contribute to and influence plans and decisions at appropriate levels. |
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| **Management** | * Demonstrated effectiveness at a senior level in planning, leading, organising and directing staff, teams and services, potential in multiple locations and with multiple stakeholders, simultaneously. * Demonstrated management style which promotes open communication, inclusive decision making and respect. * Demonstrated capacity to make decisions that reflect appropriate consultation and are appropriate to the Primary Objectives of this position. |
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| **CONDITIONS OF EMPLOYMENT** |
| * Full-time Salary Position includes annual leave loading. * Willing to travel to SCSS operational sites. SCSS vehicle will be available for use for these trips. * All staff working at SCSS will be required, as a condition of employment, to participate in mandatory and reasonable staff development, training and quality assurance activities. * Comply with all road traffic regulations and laws and be responsible for payment of fines relating to traffic infringements whilst driving SCSS vehicles. Reimburse the costs (excess) incurred as a result of damage caused to SCSS vehicles through negligence of the driver. * Completion of an initial six month probationary period will apply. * SCSS provides a smoke free workplace. * SCSS is an equal opportunity employer. |

**APPLICATION DETAILS:**

Applications must include:

1. **Letter of Application**
2. **Responses to below Selection Criteria**
3. **Resume**
4. **Name and contact details of two referees**

Applications:

**Email**: [jobs@scss.org.au](mailto:jobs@scss.org.au) **OR**

**Post**: Human Resources Unit, Southern Cross Support Services, PO Box 4082, Bundaberg South Qld 4670

**SELECTION CRITERIA**

1. Having read this Position Description why do you believe you are a good candidate for this position?
2. Do you have experience in a management and leadership position within a Community Service business?

□ Yes, Please provide a brief outline of your previous experience that you believe is relevant to this role?

□ No, Please provide a brief outline of your previous experience that you believe may be relevant and transferrable to this role?

1. What is your current employment situation and, if you are successful in your application, when would you be available to commence work with Southern Cross Support Services?
2. Do you have current driver’s licence? ⬜ Auto ⬜ Manual ⬜ YES ⬜ NO
3. Are you willing to obtain a Suitability Blue Card (Positive Notice), Disability Yellow Card and Australian Federal Police Check at your own expense?

⬜ YES ⬜ NO

*Note: It is an offence for a disqualified person to apply for a Blue/Yellow Card*

1. **Do you have any pre-existing medical conditions that would prevent you from undertaking this position?** *\*Failure to notify SCSS about, or to hide a pre-existing injury (which might be affected by the nature of the proposed employment), could result in that injury not being eligible for future compensation claims or employment continuity. Please discuss any issues or questions about this section with the Client Services Manager.*

*Given the Work Health and Safety Act 2011 and Duty of Care, that we as employer are required to provide, do you have any reason that would prevent you from being able to perform this role?*

⬜ YES ⬜ NO