

## Regional Manager, Wagga & communities

Program	Executive
Location	Wagga, NSW
Employment Type	Full Time (38h per week)
Classification	SHADS
Award	8.1
Travel Required	Yes
Applications Close	

### About Centacare South West NSW

Our Mission is to actively reach out to and serve vulnerable families and individuals by providing a range of quality targeted services and programs that are flexible and responsive to needs. By building on strengths of individuals, families and communities. And to promote social justice and inclusion.

### Organisational Context

The Regional Manager is a part of the management team which works closely with the CEO to ensure Centacare's staff and core business is managed across locations. Centacare South West NSW is proudly a social service agency of the Catholic Church in the Diocese of Wagga Wagga.

We are a member of the wider network of Catholic social service organisations across Australia, known as Catholic Social Services Australia. We are a not for profit, non-government organisation that has been providing professional services to individuals and families since 1991.

We act on behalf of the Diocese to alleviate disadvantage through the provision of services to children, young people, individuals, families and communities in the Diocese.

### Position Purpose

The Regional Manager is responsible for the efficient, effective and timely strategy and operations of the region and staff it oversees. This includes internal and external relationships, management of employees (and volunteers) based in Wagga, Junee & Narrandera locations and logistical management of the offices.

This position will be based at the Wagga Office, leading and managing a dispersed inter-regional team. The Regional Manager will play a key role as part of Centacare's Management team made up of the Regional Manager-Albury & communities, Regional

Manager-Griffith & communities, Finance Manager, Human Resources, Risk & Compliance Manager and CEO . This Management team will lead the Organisations strategy and ensure consistent delivery across all areas of the South West Region. There will be a focus on strategic planning/implementation and engagement of regional stakeholders to ensure the achievement of organisational objectives.

The Regional Manager is responsible for people management of all staff located in their offices of responsibility. The team is diverse, multi-disciplinary and work across several programs. The Regional Manager is responsible for the Management of these staff, including monthly performance reviews, staff culture, KPI's and behaviours.

To ensure all staff are managed consistently within their roles and responsibilities, the Management Team will meet regularly to ensure consistency, support and clear people processes and expectations, including performance plans, KPI's and expectations are set across each role.

## Position Details

Reports To	Chief Executive Officer, Centacare SW
Direct Reports	<ul style="list-style-type: none"> <li>• Family Relationship Practitioners (Counsellors, Educators)</li> <li>• SWB Coordinator (TBC)</li> <li>• School Wellbeing Practitioners</li> <li>• Community Support Services (NDIS)</li> <li>• Officer Coordinator/Administration</li> </ul>
Division of Responsibility	Schools and Wellbeing
Requirements	<input type="checkbox"/> National Police Check <input type="checkbox"/> Working with Children Check <input type="checkbox"/> Possess an unencumbered driver's licence <input type="checkbox"/> Two verbal reference checks completed prior to offer being made

## Relationships

The position liaises with the following stakeholders. This is subject to change.

External	Various
Works closely with	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Risk &amp; Compliance Manager</li> <li>• Human Resources</li> <li>• Finance Manager</li> <li>• Regional Manager, Griffith &amp; Communities</li> <li>• Regional Manager, Albury &amp; Communities</li> </ul>

## Key Accountabilities

These Key Accountabilities align with Centacare SW NSW's strategic and operational goals.

Key Accountability	Key Performance Indicators
Community Engagement	
<ul style="list-style-type: none"> <li>• Lead regional teams in delivering a community engagement model that builds trust, ideas and inspiration to ensure a loyal and enduring connection with Centacare South West NSW</li> <li>• Provide advice, insights and expertise to the Management Team as the subject matter expert on your specific portfolio Family, Community and Relationships</li> <li>• Ensure all staff greet, engage, demonstrate and inspire community within their area of responsibility to deliver an outstanding engagement experience</li> <li>• Set high expectations for excellent customer service and hold the regional teams accountable to this</li> <li>• Manage all offices/hubs of delivery consistently</li> </ul>	
Leadership	
<ul style="list-style-type: none"> <li>• Work collaboratively with the Management Team in Organisational planning and strategy</li> <li>• Assist the CEO to implement Strategic Plan, Operational Plan, Change Management</li> <li>• Be a positive role model to all staff, this includes a strong brand advocate for Centacare as a whole</li> <li>• Contribute to the development and implementation of Centacare's Community Engagement Strategy to ensure:               <ul style="list-style-type: none"> <li>- Centacare is meeting its contractual obligations;</li> <li>- Centacare has a strong and reputable standing in the community and with its stakeholders through our delivery of excellent service and collaboration; and</li> <li>- The reach of our support programs are extended through local program delivery and community engagement</li> </ul> </li> <li>• Lead and manage the delivery of monthly performance appraisals on all staff within the Offices under your management and participate in half yearly and yearly performance monitoring with the Management Team to provide consistency across staffs programs, roles and responsibilities</li> <li>• Provide leadership to all contracts and updates across the Family, Counselling and Relationship portfolio and keep other Regional Managers and their teams informed</li> </ul>	
People Management	
<ul style="list-style-type: none"> <li>• Ensure regional staffs performance plans (volunteer and employees) reflects high standards, succession planning, coupled with consistent mentoring and people development</li> </ul>	

Key Accountability	Key Performance Indicators
<ul style="list-style-type: none"> <li>• Provide leadership and guidance to staff, ensuring each Region's operational plan and delivery is in line with Organisational Strategies</li> <li>• Provide leadership and guidance to the Office Coordinators/Administration who are responsible for developing and implementing volunteer workforce plans and providing best practice volunteer management advice and support to regional employees</li> <li>• Ensure active engagement and effective collaboration with business partners across the organisation</li> <li>• Drive collaboration through knowledge sharing and resource sharing across all regions</li> <li>• Create a high performance team culture, motivating and leading the regional teams (including performance management and participation in best practice framework)</li> <li>• Ensure strong compliance with HR and Financial practices across the region</li> <li>• Keep Operations Manager informed of any assets, organisational risk, finances, business plans and budgets where advised.</li> </ul>	
<h4>Financial and Improvement Management</h4>	
<ul style="list-style-type: none"> <li>• Manage and optimise resources (budget and workforce) across the regions through ongoing monitoring and evaluation of regional outcomes against objectives</li> <li>• Build high quality key stakeholder relations and drive through interaction at all levels and across multiple platforms including community events, committee meetings and grass level activity to improve our customer service</li> <li>• Adhere to and monitor regional budgets alongside the CEO and Finance Manager where advised.</li> <li>• Manage Professional Development requests</li> <li>• Manage your specialty tenders, seek new tenders and work with management team on current and opportunistic tenders</li> </ul>	
<h4>Brand and Communications</h4>	
<ul style="list-style-type: none"> <li>• Ensure Centacare brand and communication strategies are consistently implemented at a regional level</li> <li>• Achieve a high level of local brand trust and relevance, coupled with an outstanding customer service/ community engagement culture</li> </ul>	

## Selection Criteria

### Essential

1. Experience and competence in people leadership including team development, performance management and motivation of employees and volunteers
2. Experience in community engagement, such as collaborating, networking and influencing through stakeholder management.

3. Demonstrated ability to lead and manage teams across multiple locations
4. Demonstrated ability in strategic planning and developing operational plans
5. Experience in reporting, tracking and analytical review of progress against business objectives
6. Ability to think creatively, scope opportunities, actively plan and implement a model in line with Centacare's vision and mission
7. Ability to identify and develop high level relationships with key stakeholders across diverse sectors to assist in achieving outcomes
8. Experience in Office and Operational Management including WHS
9. Current drivers licence
10. Qualifications or experience in management (within a regional setting)
11. Qualifications/Degree in Health / or experience in the health system / or public health / or Psychology / or Social Work and/or Qualified Counsellor
12. Tenders writing experience

## Key Values

Respect	We respect the uniqueness, dignity, diversity, cultures and beliefs of all people.
Social Justice	We value equity of access, fairness and justice. We seek to give voice to the vulnerable.
Compassion	We care for the wellbeing of each person, we acknowledge strengths in all people and we believe individuals have the right to take control of their future.
Excellence	We strive for high standards and are committed to being adaptable and innovative whilst ensuring best practice approaches to our service.
Professionalism	We behave with professionalism, are ethical, act with integrity and are accountable for our work.
Commitment	We are committed to developing creative, collaborative, positive relationships in all aspects of our work.

Reviewer	CEO	VERSION:	August 2019
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