

## Position Description



## Regional Manager

<b>Program</b>	Executive
<b>Location</b>	Albury
<b>Employment Type</b>	Full-Time
<b>Travel Required</b>	As needed

### About Centacare South West NSW

We are a Catholic Social Service agency of the Diocese of Wagga Wagga, and we exist to make a positive difference in people's lives. Our Vision is to empower communities, children, individuals, and families to create change for the better. We do this by creating thriving, resilient and connected communities.

Our Objectives:

- Community needs are at the heart of everything we do.
- We are a recognised and trusted brand, and a provider of choice for our communities.
- We demonstrate organisational sustainability.
- We foster our Catholic Identity.

### Organisational Context

We are a not for profit, non- government organisation that has been providing professional services to individuals, children, health care professionals, businesses, and families since 1991. We are a member of Catholic Social Services Australia.

We act on behalf of the Diocese of Wagga Wagga to alleviate disadvantage through the provision of services to children, young people, individuals, families, and the broader communities within South West NSW.

### 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 Albury and Mulwala locations and logistical management of the offices.

This position will be based at the Albury 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 Executive Regional Manager-Griffith & communities, Regional Manager-Wagga & communities, Business Manager, General Manager – Regional Services & Program Delivery 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.

<b>Reports to</b>	General Manager – Regional Services and Program Delivery
<b>Direct Reports</b>	<ul style="list-style-type: none"> <li>• Family Relationship Practitioners (Counsellors, Educators)</li> <li>• <b>Family, Counselling &amp; Relationships Coordinator (TBC)</b></li> <li>• School Wellbeing Practitioners</li> <li>• Community Support Services (NDIS)</li> <li>• Officer Coordinator/Administration</li> </ul>
<b>Division</b>	Corporate Services
<b>Requirements</b>	<ul style="list-style-type: none"> <li>• Working with Children Check.</li> <li>• NDIS Worker Screening Check</li> <li>• Possess an unencumbered driver's license.</li> </ul>

### Relationships

<b>External</b>	<ul style="list-style-type: none"> <li>• Various</li> </ul>
<b>Works Closely with</b>	<ul style="list-style-type: none"> <li>• CEO</li> <li>• Business Manager</li> <li>• Regional Manager, Wagga &amp; Communities</li> <li>• Regional Manager, Griffith &amp; Communities</li> </ul>

### **Skills & Responsibilities**

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

<b>Skills &amp; Responsibilities</b>	
<b>Community Engagement</b>	
<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> <li>•</li> </ul>	
<b>Leadership</b>	
<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> </ul> </li> </ul>	

- Centacare has a strong and reputable standing in the community and with its stakeholders through our delivery of excellent service and collaboration; and
- The reach of our support programs are extended through local program delivery and community engagement
- 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
- Provide leadership to all contracts and updates across the Family, Counselling and Relationship portfolio and keep other Regional Managers and their teams informed

### People Management

- Ensure regional staffs performance plans (volunteer and employees) reflects high standards, succession planning, coupled with consistent mentoring and people development
- Provide leadership and guidance to staff, ensuring each Region's operational plan and delivery is in line with Organisational Strategies
- 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
- Ensure active engagement and effective collaboration with business partners across the organisation
- Drive collaboration through knowledge sharing and resource sharing across all regions
- Create a high performance team culture, motivating and leading the regional teams (including performance management and participation in best practice framework)
- Ensure strong compliance with HR and Financial practices across the region
- Keep Operations Manager informed of any assets, organisational risk, finances, business plans and budgets where advised.

### Financial and Improvement Management

- Manage and optimise resources (budget and workforce) across the regions through ongoing monitoring and evaluation of regional outcomes against objectives
- 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
- Adhere to and monitor regional budgets alongside the CEO and Finance Manager where advised.
- Manage Professional Development requests
- Manage your specialty tenders, seek new tenders and work with management team on current and opportunistic tenders

### Brand and Communications

- Ensure Centacare brand and communication strategies are consistently implemented at a regional level
- Achieve a high level of local brand trust and relevance, coupled with an outstanding customer service/ community engagement culture

### Health & Safety

- Adhere and contribute to Work Health and Safety (WHS) by complying with the Work Health Safety Act 2011, and the organisations WHS management system.
- Contribute to and ensure a positive and collaborative culture is instilled within the organisation

## Quality Assurance

- Contribute to continuous improvement processes and adhere to Quality Assurance policies.
- Be familiar with the use of procedures and their relation to Centacare policies.
- Adhere and contribute to Agency policy and procedures. Work to be consistent with the ethos and ethical standards.
- Complete all mandatory learning according to Centacare requirements and induction.

## Human Resources

- Participate in Centacare's Professional Review and Planning process including reviewing process to better the outcome of young people, individuals, and families.
- Comply with all professional development requirements, including appropriate supervision on a regular basis and relevant team or peer support activities.
- Undertake any other duties as requested by your manager or Executive.

## Selection Criteria

- Experience and competence in people leadership including team development, performance management and motivation of employees and volunteers
- Experience in community engagement, such as collaborating, networking and influencing through stakeholder management.
- Demonstrated ability to lead and manage teams across multiple locations
- Demonstrated ability in strategic planning and developing operational plans
- Experience in reporting, tracking and analytical review of progress against business objectives
- Ability to think creatively, scope opportunities, actively plan and implement a model in line with Centacare's vision and mission
- Ability to identify and develop high level relationships with key stakeholders across diverse sectors to assist in achieving outcomes
- Experience in Office and Operational Management including WHS
- Current drivers licence

## Desirable

- Qualifications or experience in management (within a regional setting)
- Qualifications/Degree in Health / or experience in the health system and/or public relations
- Tenders writing experience

# Centacare South West NSW Values

 <p><b>Courage</b></p>	<p>We are a strong and sustainable service, with good operational performance to ensure we can meet community needs now and into the future. By maintaining governance and performance frameworks that promote quality services and a professional and skilled workforce.</p>
 <p><b>Respect</b></p>	<p>Along with our engaged staff who are leading brand ambassadors for Centacare we will strengthen our community insight through consumer and carer consultation.</p>
 <p><b>Compassion</b></p>	<p>Community needs are at the heart of everything we do. We are a leading social service agency providing quality services to the vulnerable, continually increasing services to meet the growing needs of our communities.</p>
 <p><b>Excellence</b></p>	<p>We are a centre of excellence. We are innovative and adaptable. We have high standards and ensure best practice approach to our service.</p>
 <p><b>Team</b></p>	<p>We are a team. We build a positive team spirit. We watch out for each other. We support each other and we celebrate success. As a team, we make a difference.</p>
 <p><b>Faith</b></p>	<p>As a Catholic Social Service Agency, we are proud of our heritage, spirituality, vocation, and whole-person care. We embed Catholic Social Teaching and social justice which guides our work and provides the foundation for our values. By working with the whole person, as an individual, as a family, as a community and as a unique spiritual being.</p>

Centacare South West NSW is committed to ensure our organisation upholds the Safety of all children and young people and their right to be safe. We are compliant with the recommendations of the Office of Children's Guardian.

<p><b>Reviewer</b></p>	<p>CEO</p>	<p><b>Version:</b></p>	<p>Aug 2023</p>
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