



Position Description

Services Manager

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Document history

Version	Document Owner	Approved by	Approved on	Scheduled review date	Comments
1.0	Renee Green CEO	Renee Green CEO		31/07/2025	Position creation

PART A: POSITION SPECIFICATION

Role title	
Position Title	Services Manager
Classification level/award rate:	Social, Community, Home Care & Disability Services Industry Award; Level 6
Reporting structure:	<u>Reporting to</u> CEO <u>Direct reports</u> Kitchen Team Leader Trainers Training Development Program Facilitators/Service Delivery Connect Centre Volunteers

Position statement

Lifeline South Coast is expanding the range and geographic reach of services within our region. This role will be required to

- develop an understanding of training, information and service needs within our region, and assist in identifying, matching or creating Lifeline South Coast services to address those needs.
- oversee the implementation of corporate and community training programs
- oversee the Lifeline South Coast Community Kitchen
- establish the Lifeline South Coast Connect Centre
- maintain current stakeholder relationships and build new relationships to develop effective partnerships.

There may be some flexibility of work hours required including some night and weekend work, as well as a willingness and ability to travel within the region (travel and accommodation expenses will be paid). The role will primarily be based in Lifeline's Wollongong office with some work conducted from the Nowra office as required.

This role will work within Lifeline South Coast values, policy and procedures.

Responsibilities

Existing Services; Corporate and Community Training, Community Kitchen, Eclipse (Survivors of Suicide) Support Groups, Community Engagement

- Develop and implement corporate and community training plans

This includes ensuring workshops are evidence based; delivered by competent trainers; delivery meets community needs and expectations; delivery is sensitive to cultural and leaning needs of participants; meets budget and other funding requirements; appropriate monitoring and feedback of programs

- Oversee the operations of the Community Kitchen. This includes ensuring delivery meets community needs and expectations; delivery is sensitive to needs of a diverse customer base; appropriate monitoring and feedback of service; continual improvement
- Oversee the delivery of Eclipse
- Contributes to the development of relevant community initiatives and programs to enhance suicide prevention and crisis support in the region
- Contribute to continually improving high professional standards in the delivery of services, and safeguarding the interests and welfare of participants/customers
- Provides supervision to direct reports
- Develops plans to recruit and upskill workers to meet service demand
- Contributes to marketing and promotion strategies for all programs
- Ensure funded programs meet requirements of funding agreement including delivery, budget, reporting and other measures.
- Build and maintain effective working relationships with key stakeholders

Emerging Services: Lifeline South Coast Connect Centre

- Establish Connect Centre. This includes establishing the operating framework for the Centre, giving consideration to current service delivery frameworks and similar programs within other Centres.
- Recruitment and training of volunteers
- Develop and implement a support and supervision framework
- Develop and implement an evaluation framework
- Contributes to marketing and promotion strategies
- Ensure programs meet requirements of funding agreement including delivery, budget, reporting and other measures.

New Services

- Investigate new service delivery options across our region to support communities to be suicide safe. This would consider the needs of individuals, communities and organisations, existing services, evidence based service delivery options
- Present options for review, discussion and approval
- Oversee implementation of services as agreed with CEO.

Funding applications

- Identifies funding applications relevant to role
- Works collaboratively to complete funding applications

General responsibilities across the position

- Meeting of agreed KPIs

- Identification, management and reporting of risks
- Creates an environment within which the general community as well as stakeholders are proud of their association with LLSC and its core values.
- Creates an environment within the portfolio area that supports innovation and increases Lifeline South Coast's effectiveness.
- Works constructively with other areas of Lifeline South Coast
- Contributes to Lifeline Australia's Accreditation and Standards Program (LASP) and RTO requirements.
- Participates in meetings of LLSC as required
- Any other duties and responsibilities as directed by the CEO

Delegations, authority levels and decision making

Staff and Volunteer Management

- Appoints volunteers in area
- Appoints staff in area in consultation with CEO
- Ongoing management and supervision of all workers in area
- Suspend direct reports if required
- Make recommendations to CEO on changes in staffing structure within portfolio

Financial

- Financial delegation as per delegated authority chart.

Media and promotional material

- No comment should be made to the media without express permission from the Marketing, Partnerships & Events Manager and/or CEO
- No new promotional material should be prepared or disseminated without express permission from the Marketing, Partnerships & Events Manager and/or CEO
- Existing promotion material can be disseminated as required

Decision Making

- This role has the scope to recommend systems and processes to review. A report should be provided to the CEO before any changes are actioned

PART B: PERSON SPECIFIC

Qualifications and experience

- Formal qualifications relevant to the role e.g. Social Work, Mental Health, Crisis Support, Suicide Prevention, Community Development; and/or significant relevant work experience.
- Experience in clinical and/or non-clinical program delivery roles
- Experience in clinical and/or non-clinical program coordination/management roles
- Experience in managing multiple programs/services across multiple sites
- Experience in group facilitation (desirable)
- Experience in managing volunteers (desirable)

Key knowledge areas

- Good understanding and experience of suicide awareness and prevention, including the multiple risk drivers
- Demonstrated effective written and verbal communication skills
- Demonstrated excellent organisational and project management skills
- Demonstrated ability to effectively manage a team
- Demonstrated application of principles of reflective practice and wellbeing including; self care, vicarious trauma, burnout, creating a safe a supportive workplace culture

Key skills/abilities and personal attributes

- Strong interpersonal skills to work constructively with people from a range of backgrounds
- Ability to motivate staff and volunteers, and to provide support while maintain professional boundaries
- Ability to work independently and collaboratively
- Ability to role model constructive self- care
- Ability to role model Lifeline South Coast Values

PART C: ACKNOWLEDGMENT

I have read and understand the position description

Signed

Date