

OPERATIONS MANAGER POSITION DESCRIPTION

CLASSIFICATION	Individual Contract
SERVICE AREA	Business Services – Para Hills West

1. POSITION PURPOSE

This position is responsible for leadership, operational management, integration and conduct of all the northern region Business Services (Para Hills West, Pt Augusta, Pt Pirie) in accordance with Orana's strategic directions. Orana policies, procedures and work practices will be adhered to and developed as per best practice requirements.

Service will be provided in accordance with the National Disability Services Standards and in accordance with any other legislative requirements, including the provisions of Workplace Health and Safety.

Orana's person centred approach will be embraced as an essential requirement in training and development of Orana Employment Services staff. Orana clients will have their vocational experience enhanced in an environment that aims to maximise their development and independence.

Develop, direct, manage and be accountable for Orana's northern business operations in line with budget and service plans.

Liaise with customers, families, government agencies, support groups, educational institutions, and other service agencies, and generally promote the service within the local community.

2. POSITION RESPONSIBILITIES

Workforce Planning and Development

- Always ensure compliance with the National Disability Service Standards and assist with compliance reviews and audits as required.
- Manage the services employee numbers and ADE funding in conjunction with the allocated Client Development Coordinator's including initiating the recruitment of new employees (funded or unfunded vacancies), assisting with the intake process, work experience programs and ongoing employment management.
- Provide opportunities and appropriate mechanisms for employee participation in the day-to-day running and shaping of the service through ensuring that employees have access to information on rights, confidentiality, and privacy issues, and that each employee is aware of the appropriate avenues for raising and resolving grievances.
- Participate in workforce planning strategies that ensure that contracts, wage assessments and vocational activities are matched to employee abilities, needs and preferences and production/work methods and schedules.
- In conjunction with the allocated Client Development Coordinator's ensure that employee grievances are addressed in a timely fashion.

- Ensure that all Individual Wage Assessments and Vocational Plans are completed for each employee annually and are regularly reviewed.
- Ensure the instruction, support, and training of all the sites employment service are in line with vocational programs and goals identified and tailored to each employee's individual needs, preferences, and abilities.
- In conjunction with the allocated Client Development Coordinator's, ensure accurate and timely assessment processes for employees are in place, namely Wage Assessments, Disability Measurement Instrument, Vocational Assessments, and any other assessment that may be required from time to time.
- Facilitate participation in schoolwork experience programs in liaison with the allocated Client Development Coordinator's and local schools.
- Ensure accurate, valid, and appropriate employee records are maintained in a timely manner.
- Liaise with customers, families, government agencies and other staff, support groups and other service agencies as required.

Production and Service Delivery

- Ensure service delivery exceeds customer's expectations in association with contractual arrangements and service programs.
- Manage service delivery and production scheduling across all sites employment service and implement the right skill set, staff, employee, and equipment resources as required to meet customer requirements.
- Manage the operations of each employment service including machining, assembly, receiving, stores, tool room and maintenance consistently to improve the services performance in shipping, inventory, and throughput.
- Ensure accurate and timely stock management is maintained.
- Ensure accurate and timely invoicing to maximise cash flow and enable accurate financial analysis on a monthly basis.
- Initiate plans and processes which minimize manufacturing costs through effective utilisation of staff, equipment, facilities, materials, and capital.
- Achieve business objectives and production schedules whilst achieving a high level of product standards that will exceed our customers' expectations.
- Conduct all business activities in a cost-efficient manner by maintaining records of work contracts, appropriate production records and production schedules.
- Control the quality of all products leaving the centre and all other works undertaken.
- Develop and implement a plant and equipment maintenance schedule that ensures all equipment usage is maximised through proper maintenance and scheduling.
- Implement manufacturing strategies and action plans to ensure that the services support Orana's strategic objectives.
- Liaise with the Business Development Managers in the development of product lines, procurement of work contracts, and pricing.
- Develop a wide range of employment options that provides employees with the necessary support, training, and vocational development opportunities to enable them to participate in a job of their choice.

Operations Management

- Provide leadership to all staff and employees working at nominated sites creating a culture of open communication, safety, quality of product and service delivery.
- Provide a safe workplace for all staff and employees through the review and implementation of safe work practices resulting in nil LTI's across the services.
- Responsible for the management of the regions Employment Service Business Operations including the efficient administration of the service, provision of employment support services and vocational development programs.
- Preparation of annual budgets and business plans and ensure that the services meet the identified key performance indicators.
- Manage staff resources as required including recruitment, selection, induction, and training.
- Ensure annual staff performance reviews are completed with all direct reports.

- Ensure effective communication to ensure staff have a common understanding of the services' objectives.
- Build team rapport and working relationships within and across Employment Services.
- Participate in professional training and development as required.
- Other duties as directed on an ad-hoc basis.

Continuous Improvement/Quality Management

- Provide expertise, assistance and advice in the development and deployment of continuous improvement methodologies and practices throughout the organisation.
- Identify, lead and manage continuous improvement projects towards successful completion enabling organisation and customer benefits utilising best practice methodologies, i.e., lean manufacturing, six sigma.
- Enable the achievement and maintenance of third-party certification of the QMS to a variety of quality standards that may include, but not necessarily be limited to - HACCP, AS/NZS ISO 9001, AWP097 or any other appropriate certification program Orana may deem necessary.

Workplace Health and Safety

The incumbent of this position must take reasonable care to protect their own health and safety, and the health and safety of others who may be affected by their actions or omissions at work.

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace, including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions provided on health and safety.
- Ensure they are not affected by substances that may endanger themselves or others.
- Report accidents, injuries, property damage and health and safety incidents as they occur.
- Participate in activities associated with the management of workplace health and safety.

As a Manager of people, the incumbent must:

- Ensure Orana Incorporated's WHS program for their area of responsibility is maintained, monitored for effectiveness, and regularly reviewed for its adequacy.
- Ensure Orana Incorporated's WHS program provides for the systematic identification of hazards and their risk assessment and control.
- Ensure proper induction and training of staff (and employees) occurs, so they may work safely.
- Ensure accidents and injuries are adequately investigated and reported.
- Consult relevant staff (and employees) when planning changes to the workplace, practices, procedures, plant, equipment, and substances.
- Assist in the rehabilitation of injured staff and employees.
- Ensure WHS is a regular Agenda item for staff and employee meetings.

3. REQUIREMENTS OF THE POSITION

3.1 Qualifications, Skills and Experience

- Significant knowledge and experience in service delivery excellence.
- Experience working with, and planning for individuals with disability.
- Strong skills in commercial business acumen.
- A high level of problem solving and analytical skills.
- Significant experience working in a production or service delivery environment.
- Experience in budget and business plan development and management.
- Possess a high level of interpersonal skills.
- Possess a high level of communication skills in both written and verbal form.
- Project management experience.
- Knowledge of the NDIS.
- Knowledge of value systems and cultural differences of people from a diverse range of backgrounds.

- Knowledge and experience working within a Quality Management System and associated certification requirements, e.g., ISO 9001, HACCP.
- Computer literacy, particularly in Microsoft Word and Excel.
- Ability to present to small or large groups.

3.2 Employment Screenings and Professional Memberships

- DHS Disability Services or NDIS Worker Check to be renewed every three years
- National Police Clearance to be renewed every three years
- Senior First Aid Certificate

3.3 Special Conditions and Requirements

- Regular travel to Pt Pirie and Pt Augusta.
- Orana may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level.
- Current Driver's Licence permitting driving in Australia and willingness if needed to use own vehicle for Orana business purposes.

4. REPORTING RELATIONSHIPS

Reports to the Executive Manager, Business Services and supports team members.

5. AUTHORITY AND ACCOUNTABILITY

Authority to work within the scope of the position description within a team environment.

6. PERFORMANCE STANDARDS

The performance of the incumbent will be measured annually by:

- Development and achievement of Business Plan and objectives and annual budget.
- Achievement of annual Key Performance Indicators.
- Compliance with Orana policies and procedures and promoting these to staff and employees.
- Adherence to all WHS legislative requirements and the achievement of Nil LTI's.
- 95% employee and staff satisfaction
- 95% customer satisfaction
- Zero major non-conformances are achieved against Orana's Quality Management System, i.e., ISO9001, National Disability Standards.
- 100% accurate and timely invoicing is achieved.
- 100% accurate stock control and inventory is achieved.
- Effective and efficient records management.
- A high degree of professionalism and flexibility displayed.
- Reliability, quality, efficiency, and courteousness of services delivered.
- Staff and employee meetings held as per schedule.
- Effective teamwork and contribution to the achievement of team goals.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary. Position Descriptions and staff performance will be reviewed regularly.

In signing this document, I confirm that I have read, understood and acknowledge the Position Description for this position and agree to operate within its bounds.

PRESENT INCUMBENT :
PRESENT INCUMBENT SIGNATURE :
DATE OF APPOINTMENT :
VERSION NO : **1**
DATE ISSUED : **August 2021**
EXECUTIVE MANAGER APPROVAL : **Jim Liu**

Purpose

Orana provides people with disability the opportunity to live and work within their local community, fulfil their dreams and become valued and productive community members.

Vision

Contributing to a socially inclusive community.

Mission

Creating responsive and sustainable partnerships that empower our clients within the community.