

POSITION DESCRIPTION

Position Title: **General Manager Corporate Services**
Classification Level: Award Free
Date of Approval: December 2023

PART A: POSITION SPECIFICATIONS

1. Operational Management Environment

Mulungu is an Aboriginal Community Controlled Health Service aimed at responding and providing Health and wellbeing services to a designated geographical area within Mareeba and surrounding districts.

Mulungu has three tiers Health Services, Family Services and Corporate Services which deliver appropriate services under the one banner and work in cohesion to deliver outcomes for our communities the position is the representative of the organisation and is responsible for maintaining a cohesive and responsive workforce aimed at meeting the strategic direction of the organisation, foster good relationship with staff of Government Departments and other semi-government organisations as well as the wider community.

2. Purpose of the Position

To lead and drive the strategic, management of the Corporate Services function including, Finance Management, Administration, Information Technology (IT), Human Resources, Risk Management, Quality Management, Workplace Health & Safety and Promotions & Marketing.

The General Manager Corporate Services performs a key role in the organisational management structure and assists the Chief Executive Officer where required.

The position provides this support within the structure of Mulungu Aboriginal Corporation Primary Health Care Service's Executive Team.

The purpose of the position is:

- Provide, lead and deliver high quality Financial, HR, Quality Improvement, Administrative Services, Marketing, Communications and Event Management and Information and Technology Management.
- To provide leadership and effective coordination of the executive support services offered by the organisation, and
- To provide leadership and strategic planning for future development of Mulungu's Executive Services portfolio.

3. Scope of the Position

The position of General Manager Corporate Services will deliver across six work areas:

1. Client/Staff Services – ensuring fit for purpose, corporate image and marketing.
2. Leadership – organisational Financial, HR, Quality, Compliance, Marketing and Communications
3. Reporting & Record Keeping – both internal and external, including IT Management
4. Quality System compliance & Policy Management and Workplace Health and Safety

5. Networking, and
6. Health Promotion & Event Management
7. Portfolio development.

The position is required to maintain professional and ethical conduct adhering to Mulungu's policies and procedures, including but not limited to human resource management, financial management, workplace health and safety, and antidiscrimination as applied in the work environment.

The position is responsible, with the Chief Executive Officer, for the smooth coordination and delivery of the Corporate Services.

4. Organisational Structure and Reporting Relationships

The position reports to the Chief Executive Officer and is part of Mulungu's Executive Team, which also includes:

- | | |
|---------------------------------------|---------------------------------------|
| 1. Chief Executive Officer | 4. General Manager Community Services |
| 2. General Manager Health Services | 5. Quality Control Coordinator |
| 3. General Manager Corporate Services | |

The primary objective of the Executive Team is to ensure high quality infrastructure and business services enabling delivery of culturally responsive care with a systematic, quality focused approach.

5. Duties and Responsibilities

Duties and responsibilities across the six work areas are as follows.

Financial, Tax, Risk and Facilities Management

- Develop the yearly budget for CEO approval and prudently manage organization's resources within those budget guidelines according to current laws and regulations.
- Comply with Legislative and Mulungu's Policy requirements in developing and maintain Mulungu's financial systems.
- Ensure the development and maintenance of the long-term financial plan, ensuring financial sustainability.
- Monitor and deliver reporting to ensure contractual and organisational compliance – quantitative and qualitative data presented monthly, quarterly, and advising the CEO of significant variations.
- Lead the review and ongoing implementation of new Finance system Wise and HR system Employment hero.
- Ensure all Assets management strategy and plans are integrated with Mulungu's financial systems and meet all legislated reporting requirements.
- Identify opportunities for funding and coordinate the preparation of submissions and applications to maximize grants or new funding.
- Coordinate and facilitate physical resource management including planning, maintenance, and risk management programs.
- Manage and oversee Quality Improvement Processes (ISO) and (AGPAL) (QHSF) are maintained, regularly reviewed, manage compliance of programs and service delivery in order to meet ongoing accreditation standards.

- Manage and act accordingly on Mulungu's compliance in relation to the ATO in relation to the Superannuation, Tax Systems, and Public Benevolent Acts
- Research and develop further funding streams to maintain and expand on Mulungu's Executive Services portfolio.
- Manage and maintain the organisation's assets, buildings, IT Resources,

Human Resource Management

- Manage the compliance with contemporary Human Resource Management practices including Workplace Health and Safety, Equal Employment Opportunity and Antidiscrimination as applied in the work environment.
- Manage and monitor detailed knowledge of HR Management in relation to the Workplace Health & Safety, Industrial Relations, Performance Management, EEO, workforce planning and strategic HR planning Quality Management.
- Management of legislative authorities e.g., Commission for Children & Young People, Qld Transport
- Oversee adherence to professional standards of practice, with emphasis on maintaining a non-judgmental attitude, confidentiality, and client dignity within an evidence-based framework.
- Lead Corporate Services staff to set work priorities and provide a safe working environment supported by relevant policies, procedures, and resources.
- Lead Corporate Services staff to ensure continual review and revision of organisation work process flowcharts.
- Lead Corporate Services staff to continue development of strategies for maintaining efficient and effective use of resources.
- Provide high level advice about workforce requirements to the Executive Team
- Provide, source, update and maintain corporate image and marketing and communication and resource management tools.
- Oversee the maintenance and development of staff/client records systems, ensuring timely production of information for monthly and quarterly reporting deadlines.
- Implement additional (as needed) program/service-specific systems for gathering and recording both qualitative and quantitative data to facilitate monitoring of performance and status of all Mulungu initiatives.
- Oversee and drive ownership in quality improvement processes for staff to meet organisational outcomes.
- Oversee and drive ownership of Mulungu auditing and documentation review processes, including relevant accreditation processes (AGPAL/QIC/ISO)
- Oversee, monitor, and drive the development of appropriate evaluation systems for reporting against performance measures and ensuring compliance with Mulungu's Quality System

Health Promotion & Event Management

- Oversee development and implementation of an internal communications strategy and an evaluation and improvement of the communication channels.
- Oversee development, implementation, and monitoring of external communications.
- Oversee the delivery Deadly Choices Programs Portfolio.
- Oversee the delivery of Sport n Rec Program Portfolio.

- Oversea Implement marketing campaigns of marketing Mulungu's Social media platforms, Webpage, Facebook.
- Oversee all Mulungu Events that undertaking to ensure documentation for events is completed and comment legislative requirements eg in line with Action plans, risk management and insurance portfolios.
- Provide Executive Team with regular updates in relation to communication.
- Implement additional (as needed) program/service-specific systems for gathering and recording both qualitative and quantitative data to facilitate monitoring of performance and status of all Mulungu initiatives.

Leadership and People

- Provide Leadership, support and guidance to all staff with in Mulungu regarding corporate services function, to maximise the unitization of the resources- financial, human and technological.
- Provide leadership, influence, and motivate a diverse team, resolving problems and organising priorities.
- Lead the staff of the corporate services team so that their performance is professional, their work is accurate and in accordance with the accepted legislated principles of finance, hr, quality, risk, asset management.
- Ensure staff within corporate services have access to the information, resources within budget and support to perform the requirements of the position effectively and efficiently.
- To Provide strategic advice to the CEO on matters relating to policy, planning, operations of the corporate services function.
- Foster and demonstrate a culture of continuous improvement.
- Work to create a great team environment through effective team communication and relationship building skills.
- To provide effective leadership, management, direction and support staff within the organisation to promote and model positive and supportive relationships with staff, clients.
- Ensure staff maintain professional standards of practice in the delivery of safe staff and client care within an evidence-based framework.
- Foster a productive Mulungu team environment, including working with staff to develop and maintain appropriate Key Performance Indicators.
- To ensure compliance with all legislative and policy requirements of Mulungu Health Service.
- To work towards achieving Mulungu's Vision and Mission Statements.
- Demonstrate commitment to, and participate in, ongoing professional development of self and others, encouraging and supporting staff to gain professional qualifications.

Networking

- Attend and document relevant internal and external meetings, with focus on building relationships to enhance client and organisational outcomes.
- Maintain positive relationships with key stakeholders (e.g., local businesses, service providers, creditors, etc.) and Mulungu staff members.
- Maintain particularly strong relationships with organisations partnering Mulungu in the delivery of executive services and seek to further develop these relationships for the benefit of Aboriginal and Torres Strait Islander staff and organisation.

Information, Communication, Technology

- Review and maintain an up-to-date knowledge of Mulungu's needs in ICT in general and in relations to Mulungu's PC network and applications software.
- Ensure security and continuity of Mulungu's information systems in maximizing productivity.
- Ensure Mulungu ICT framework provides a high level of effective management of data, information and technology and provide adequate controls, security, and functionality to support the deliverables of the corporate objectives.
- Facilitate the Development and implementation of the ICT strategy and supporting plans and documentation in line with Business Continuity Plan, and Budgets.

Occupational Health & Safety

- Ensure all projects in Mulungu's services comply with relevant safety regulations and standards.
- Review and monitor all Mulungu sites with relevant safety regulations.
- Takes responsibility for own and others safety.
- Complies with all relevant safety policies and procedures.

PART B: PERSON SPECIFICATIONS

1. Qualifications

- Tertiary qualification in Financial or Business Management or related field.
- Postgraduate qualifications in finance (CPA or equivalent) or general management related discipline is highly desirable.

2. Skills, Knowledge and Abilities

- A Thorough knowledge of Aboriginal Health Services financial management including long term financial planning, budget preparation, budget control, familiarity with relevant accounting standards and ability to clearly articulate financial reports and issues to the CEO, Executive Management Team, Board of Directors.
- Knowledge of local Aboriginal and Torres Strait Islander culture and understanding of Indigenous history and cultural lifestyles.
- Posses a high level of management and leadership skills including the proven ability to provide direction, mentoring, and support to a multidisciplinary team of people working in a highly visible area required high quality results often with tight timeframes.
- Ability to interpret and communicate contractual and legislative needs to diverse audiences.
- Highly developed problem solving, research, conceptual and analytical skills with demonstrated ability to develop practical and forward-thinking operational plans and solutions.
- Demonstrated organizational and time coordination skills, self-driven, results-oriented with a positive outlook and a clear focus on high quality service delivery and efficient marketing activity.
- Experience in contemporary Human Resource Management and Workplace Health and Safety practices.

3. Standards of Practice

- Demonstrated ability to maintain professional standards of practice in the delivery of safe client care.
- Demonstrated understanding of working within an evidence-based framework.
- Demonstrated commitment to ongoing professional development of self and others.

4. Mandatory Requirements

- Possession of a current 'C' Class Driver's License (Queensland).
- Must have, or be able to obtain, a Working with Children Blue Card.
- Must be willing to undergo an Australian Federal Police check.
- 5 years minimum experience in General Manager/Corporate Services Management or similar role.

PART C: SELECTION CRITERIA

- SC 1** Demonstrate lead budgeting and forecasting, financial acquittals, and statutory reporting processes.
- SC 2** A minimum of 5 years' experience leading a diverse group of business support functions as either a General Manager Corporate Services, or operations or business manager.
- SC 3** Demonstrated strategic mindset with a strong business acumen, consistently identifying ways, improving efficiency and quality of services provided to team.
- SC 4** Demonstratable high-level leadership skills and experience including the ability to build and effectively manage relationships at all levels both within and outside the organisation.
- SC 5** Demonstrated knowledge of quality, compliance, risk management initiatives, with a focus on continuous improvement of corporate services.
- SC 6** Demonstrate Innovative thinker and someone who is adaptable and willing to learn from others.

PART D: KEY PERFORMANCE INDICATORS

KPI 1 Performance & Accountability:

- Yearly staff survey demonstrates:
 - 85% staff satisfied with Corporate Services
 - 70% staff aligned with Mulungu's values and practice principles.
- 90% of staff achieving 90% of their KPI's
- 85% of achievement of KPI within the 1st year.

KPI 2 Funding Contractual Obligations

- 100% Audits scheduled and achieved on time (Financial & Quality),
- 100% Contracts uploaded to QC and PP's disbursed to relevant areas within 7 days of board sign off,
- 100% Yearly Unqualified Financial Audit.
- 90% of contracts meet their reporting requirements.

KPI 3 Quality - Be the Driver of Quality for your Team.

- 90% of Corporate Service staff
 - are using logic QC – asset management, training and development, repairs etc
- 80% of staff
 - are using logic QC for feedback, complaints, improvements and reports,
- Performance Reviews completed yearly 100 % Corporate Staff
 - Performance Reviews completed yearly PD Reviewed completed yearly.
 - Probation Reviews completed within first 6 months of employment.
- 100% review of QC tasks to ensure no double ups and to meet staffs KPI's
- 100% of staff accessing required training to meet .

KPI 4 Communication and Collaboration

- 95% meetings conducted 4 times during the year:
 - Executive
 - Workplace Health & Safety Meeting
 - Management Review Committee
 - Corporate Service Management Committee
 - All Staff
 - IT Meetings
 - Marketing & Events Management Committee
- Deliver a communication plan incorporating:
 - A yearly or 6mthly Health Promotion Plan
 - Ensuring
 - Covering Establish and Drive Team Communication strategies (how to use data and or impacts to inform conversations with Team, Managers,)
- 95% active participation in Internal Meetings- Executive leadership meetings, MRC and Corporate service and staff meetings.
- Deliver a recruitment strategy incorporating timelines for advertising and filling of job etc.
- 6 monthly review of plans eg Communication Plan and Recruitment & Health Promotion Plan

KPI 5 Risk Management

- Ensure Compliance with Standards in respect of all legislative requirements.
- Maintain the corporate services risk register on QC.

KPI 6 Provide Monthly, Quarterly, Reports to CEO on success, challenges, and outcomes for Corporate Services portfolio.

- Reports are accurate and timely- Finance, HR, ICT, Media, Health Promotion
- Reports are uploaded and lodged through Logic QC

PART D: KEY PERFORMANCE INDICATORS

The preceding information is currently an accurate statement of the requirements and employment of this position.

Employer's Signature _____ Date _____
(Acting Chief Executive Officer)

I have read and understand the duties and requirements of the position as described in this position description and agree to be employed under such conditions and the relevant Award.

Employee's Signature _____ Date _____