

HR	<b>Success Profile</b>	 <p><b>Guide Dogs</b> NSW/ACT <b>Sight lost, freedom found.</b></p>
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Role	Manager, Canberra
Reports to	Client Services Operations Manager
Location	Canberra
Manages / Supervises	Local service delivery and administration staff
Date revised	Revised job description

## PURPOSE OF THE JOB:

Guide Dogs NSW/ACT (GDN) is one of Australia's most trusted charities with a long history of providing services that build independence to clients who have vision impairment.

The Manager (Canberra) position is accountable for Client Services' (CS') achievement of KPIs related to effective, efficient, and sustainable practice, under the guidance of the Operations Manager. They will demonstrate high engagement and alignment with GDN's values and purpose, in order to promote GDN's ability to achieve its strategic aims and have the capability to lead their team to action.

The Manager (Canberra) will provide leadership to their team, inclusive of effective change management, performance development and people management. They will be responsible for establishing and maintaining effective, professional relationships with clients, families, and other service providers to ensure that high quality services are delivered, which meet the needs of people with vision impairment in the area. They will oversee additional services delivered through Canberra such as puppy raising and canine court companion program in conjunction with Dog Services.

The Manager (Canberra) will collaborate with the Practice Governance Manager to ensure CS staff deliver high quality core services to clients and interact effectively with internal and relevant external stakeholders to promote referral generation.

## KEY ACCOUNTABILITIES:

Key Result Area	
<b>OPERATIONS / SERVICES</b>	<b>JOB HOLDER IS SUCCESSFUL WHEN:</b>
Key performance outcomes are achieved	<ul style="list-style-type: none"> <li>CS Operational KPIs are achieved through the development of effective processes for service delivery, inclusive of billable hours, client satisfaction and Net Promoter Score (NPS).</li> </ul>

	<ul style="list-style-type: none"> <li>Operational performance is effectively monitored and responsive strategies deployed to achieve targets.</li> </ul>
Client Processes	<ul style="list-style-type: none"> <li>Process improvements for Assessment, Intervention, and Discharge/Inactive clients, are consistently implemented and team members are clear on their actions and responsibilities.</li> <li>Client complaints are effectively resolved and suggestions from client feedback acted upon in line with organisational priorities.</li> </ul>
Service Models	<ul style="list-style-type: none"> <li>Strategies to promote effective utilisation of staff regarding caseload are identified, trialled, and consistently implemented.</li> <li>Blended models of service delivery, inclusive of tele practice are trialled and implemented to ensure sustainable regional practice.</li> <li>Group programs that promote client interaction and connection as well as increased staff utilisation are implemented with consideration of funding sources.</li> <li>Additional services offered from Canberra site, such as Puppy raising are integrated into the service and management model.</li> </ul>
Referral generation	<ul style="list-style-type: none"> <li>Collaboration with the Marketing Coordinator occurs to effectively target client referrals. Protocols for collateral development are followed.</li> </ul>
Quality services	<ul style="list-style-type: none"> <li>Measurable client outcomes are able to be reported, monitored and improved.</li> <li>Collaboration with clients is embedded into GDN processes, services and communications.</li> <li>Support team member to provide quality services to clients that are aligned to defined practice standards.</li> </ul>
<b>Key Result Area</b>	
<b>PEOPLE</b>	<b>JOB HOLDER IS SUCCESSFUL WHEN:</b>
Leadership	<ul style="list-style-type: none"> <li>Direct reports are inspired to focus on and prioritise the common goal.</li> <li>Direct reports have clarity around their performance though measurable goals in their work plan that are monitored effectively.</li> <li>Successful recruitment and induction of new staff, following Guide Dogs NSW/ACT HR procedures occurs.</li> </ul>
Change management	<ul style="list-style-type: none"> <li>A sustainable future, inclusive of greater levels of customer participation has been developed.</li> <li>Team members are aware of and understand changes occurring within the organisation and vision/disability sector more broadly. Team members are aligned with GDN's purpose and values.</li> </ul>
<b>Key Result Area</b>	
<b>COMMUNICATION</b>	<b>JOB HOLDER IS SUCCESSFUL WHEN:</b>
Client Services	<ul style="list-style-type: none"> <li>An effective communications conduit is maintained between the Ops Manager and Team Managers related to performance on KPIs and process improvement initiatives.</li> </ul>

	<ul style="list-style-type: none"> <li>Team members are regularly informed about departmental and organisational issues through team meetings and other inter-team communications</li> </ul>
Inter departmental	<ul style="list-style-type: none"> <li>All initiatives requiring interdepartmental support are implemented as a result of effective collaboration with relevant GDN departments.</li> </ul>
<b>Key Result Area</b>	
<b>FINANCE &amp; RISK</b>	<b>JOB HOLDER IS SUCCESSFUL WHEN:</b>
	<ul style="list-style-type: none"> <li>Key areas of risk are identified and managed across Client Services in line with the organisation's risk framework.</li> <li>Auditing requirements related to funding (NDIS, CHSP) are met.</li> <li>Budgets related to revenue and expense targets are met.</li> <li>Staff issues, grievances and workplace health and safety are managed according to current policies and procedures.</li> </ul>

## **KNOWLEDGE AND EXPERIENCE REQUIRED TO BE SUCCESSFUL IN THE ROLE:**

<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>Minimum 3 years' experience in a relevant professional area or operational management.</li> <li>Working knowledge of operational systems and processes.</li> <li>Experience leading people through significant change.</li> <li>Strong Leadership, interpersonal and negotiation skills at all levels.</li> <li>Analytical skills with attention to detail and accuracy. Adept at report writing and presenting findings.</li> <li>Understanding of high quality services for clients with Vision impairment.</li> <li>Hold a current NSW/ACT driver's licence.</li> <li>Ability to manage the physical demands and inherent requirements of the job, including willingness to undertake occasional duties away-from-home and other related duties, as required.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in working in the not for profit sector.</li> <li>Project management skills.</li> <li>Experience working with people who are blind or vision impaired.</li> <li>High level computer / information technology skills.</li> </ul>

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