



St. Bartholomew's House
Reconnecting lives.

JOB DESCRIPTION

Job Title:	General Manager Services
Area of work:	Executive Team & Senior Leadership Team
Location:	7 Lime St East Perth
Reports to:	Chief Executive Officer
Relationships:	Aged Care Services, Mental Health Support Services, Housing Services, Consultants

Organisation

St Bartholomew's House helps people who are homeless or at risk of homelessness achieve positive life outcomes.

Our Values

Our values are the guiding principles that drive and support our Mission. They shape the way we approach our work and provide the underlying framework for our decision making and the services and programs we offer.

Empowerment

We create a community where everyone believes they have the ability to make a difference

Innovation

We foster an environment where creativity thrives

Commitment

We have the courage and determination to make it happen

Collaboration

We work together to achieve shared goals

Social Justice

We believe everyone has a right to equitable treatment, dignity and compassion

Program Area

In Partnership with the CEO and Senior Leadership Team you will lead the Services Team delivering our Corporate Mission and Strategy.

Position Description

As General Manager Services you:

- Lead the delivery of high quality integrated services which contribute to assist the homeless of today rebuild their lives and act to prevent the homeless of tomorrow.
- Provide high level advice and reporting to the Board, CEO and Senior Managers on the development and implementation of St Bart's Services and future service planning.

Role Criteria and Responsibilities:

As a Visionary to:

- Deliver strategic advice which contributes to the achievement of a Vision and Corporate Purpose that strives to eliminate Homelessness
- Help build and sustain an organisational culture which "lives" St Bart's Values.
- Anticipate future challenges likely to impact the delivery of services which contribute to achieving St Bart's Purpose.
- Explore possibilities about how St Barts can best meet its service needs in the future.

As a Leader of people to:

- Inspire and guide others to build their performance, passion and potential.
- Lead, manage and develop the delegated service teams.
- Create and sustain a safe and inclusive work place.
- Provide operational advice and support across all agency operations.

As an Advocate to:

- Represent St Barts and the not for profit sector in a range of local, national and international forums related to service delivery.

As a Business Leader to:

- Have input in determining strategic priorities in line with St Bart's Strategic Plan.
- Focus service delivery strategies and monitor budget expenditure to support the achievement of agreed key performance indicators.
- Inform and consult with the CEO, Executive and the Board on:
 - key or critical issues related to service delivery
 - strategies to develop and resource service delivery across the agency
 - identifying new service opportunities and alternative service delivery methodologies
- Lead and manage service teams to ensure the delivery of high quality integrated services, infrastructure, systems and policies to meet operational needs.
- Ensure high levels of practice excellence across all service areas including continuous improvement systems and evaluation.
- Identify and explore potential new service delivery gaps and opportunities.
- Assist in service model design and development.
- To develop and implement a Client Directed Service focus across all service areas.

Skills, Talents, Attributes and Experience required

You need to have:

Work expertise:

Be widely acknowledged for your success in:

- Establishing and ensuring the delivery of high quality integrated services which have contributed to the achievement of an organisation's Vision.
- Continuously improving service delivery.

Leadership:

- Have a proven track record for inspiring, guiding and developing others to deliver quality services which contribute to achieving an organisation's vision and purpose.
- Be widely acknowledged as a credible voice and influence on issues affecting service delivery and the resourcing of an organisation.

Business Acumen:

- Understand and respond to challenges and make decisions in a way which is consistent with organisational values and strategic direction.
- Identify and act on opportunities to deliver and resource services in more effective and/or efficient ways.

Relationship management:

- Create, sustain and influence a wide range of networks, partnerships and alliances locally and nationally.
- Get a message across when speaking and writing to any audience/individual.
- Work collaboratively with the Board, colleagues and a wide range of committees and groups.

Other requirements

- Qualifications:- Tertiary qualifications relevant to the role will be an advantage but not essential.
- You will need to be willing to travel within WA and Australia
- Understanding of community sector policies and services – especially Aged Care, Mental Health and Homelessness Services

This document is an accurate statement of the job description of this position.

Signed: 

Print Name: JOHN BOWER

Chief Executive Officer – March 2015

