



**POSITION DESCRIPTION**

<b>Position:</b>	Operations Manager Executive	<b>Reports to:</b>	Chief Executive
<b>Award:</b>	Non-Award	<b>Classification:</b>	Executive Manager
<b>Status:</b>	Full-time	<b>Location:</b>	Dulwich, Adelaide

**Purpose of Role**

The Operations Manager leads and manages the service delivery team and service delivery processes ensuring the delivery of high-quality Advocacy and other program services and support. This includes the provision of planned and targeted information and education ensuring that consumers are sufficiently and empowered to make their own choices and have their rights respected and upheld.

The Operations Manager reports to and works closely with the Chief Executive, maintaining a collaborative and productive working relationship with other leaders and staff within the organisation to achieve ARAS strategic goals.

The Operations Manager is also responsible for implementing work plans and improvement action plans with the service delivery team.

The Operations Manager represents ARAS in significant forums and events. ARAS aspires to conduct reflective practice in all aspects of work, continuous quality improvement and the highest standards of service provision.

<b>Key Responsibilities</b>	<b>Key Performance Indicators</b>
1. Leadership	1.1 As a member of the ARAS senior management team, provide support and assistance in the development and delivery of the ARAS Strategic Plan and Business Plans. 1.2 Develop and maintain cooperative and harmonious relationships and work in collaboration with others to prevent and/or resolve difficulties. 1.3 Attend and contribute to regular Senior Manager and staff meetings, and meetings with Government and other stakeholders. 1.4 Direct and co-ordinate the service delivery team, ensuring organisational and individual goals are achieved. 1.5 Participate in the recruitment of all operational and administrative teams. 1.6 Develop capacity to ensure quality and depth of management in the organisation. 1.7 Ensure Team Leaders/Supervisors are aware of their responsibilities for regular Employee Feedback Sessions with their teams, and training and development requirements are supported. 1.8 Resolve any workplace conflict in a professional manner as per ARAS' Code of Conduct and related policies and procedures. 1.9 Manage performance of the Operations team such as: a. Conduct regular employee feedback sessions with direct reports. b. Manage performance issues for direct reports and oversee those of indirect reports by coaching Team Leaders/Supervisors on managing formal and informal performance or conduct issues. c. Manage disciplinary issues in consultation with Corporate Services Manager. d. Manage staff resources in line with contractual and budgetary requirements. 1.10 Escalate critical performance/conduct issues to Corporate Services Manager and Chief Executive, working with them to ensure organisational procedure is followed to address concerns and achieve agreed outcome 1.11 Work positively and communicate effectively within a team environment to achieve service delivery excellence.

<p>2. Contract Management</p>	<p>2.1 Manage program service delivery as per Contractual requirements including:</p> <ul style="list-style-type: none"> <li>i. Maintaining regular communication with funding bodies to discuss performance in line with contractual requirements.</li> <li>ii. Responsible for all reports to be submitted by due dates.</li> <li>iii. In consultation with Executive Team ensure budgets are aligned and effectively monitored, adjusting expenditure as required to achieve targets.</li> <li>iv. Ensure programs are effectively resourced with staff to achieve service delivery.</li> <li>v. Review and adapt client satisfaction and complaints process for reporting and continuous improvement purposes.</li> </ul> <p>2.2 Work in collaboration with the Chief Executive in renegotiation of service contracts in a timely manner.</p> <p>2.3 Identify opportunities for funding in areas that are within the scope and complement ARAS' strategic direction.</p> <p>2.4 Monthly reporting to the Chief Executive on contract compliance including key milestones and KPIs.</p> <p>2.5 Report to the Chief Executive any risks related to contractual requirements or reputation, and provide solutions to mitigate organisational risk.</p>
<p>3. Advocacy &amp; support</p>	<p>3.1 Ensure operations team are equipped to deliver timely, high quality Information and Advocacy support in accordance with ARAS' Advocacy Principles and Procedure, underpinned by OPAN's Service Delivery Framework and Demand Management Guidelines.</p> <p>3.2 Provide high-level coaching and mentoring to the Advocacy team including debriefing, regular supervision, case discussion and performance management support to ensure continuous quality improvement of Advocacy practice.</p> <p>3.3 Review operational templates and task management systems to streamline workflows and workloads to achieve KPIs.</p> <p>3.4 Establish regular operational and performance planning meetings, to enable the team to achieve goals and KPIs, ensuring emerging issues are communicated to the Chief Executive.</p> <p>3.5 Develop and review operational policies and procedures relating to general Advocacy services, and provide input into organisational Policies.</p> <p>3.6 Participate in and contribute to quality improvement programs and activities and work towards maintaining the Quality Management system and Accreditation Standards.</p>
<p>4. Program Management</p>	<p>4.1 Manage program areas including all areas of Advocacy, Intake, Education, Events as per funding contractual requirements.</p> <p>4.2 Achieve all KPIs as per contractual requirements.</p> <p>4.3 Manage all schedule of reports as per contractual requirements.</p> <p>4.4 Provide reports to Board and Committees.</p> <p>4.5 Provide briefings to the CE and other relevant stakeholders around strategic issues.</p> <p>4.6 Report monthly on emerging trends to CE.</p> <p>4.7 Manage demand for service regularly ensuring clear communications regarding wait list and allocation of cases to Advocates are manageable.</p> <p>4.8 Regularly review and refine program procedures, and develop, implement and monitor quality improvement strategies and processes to support the growth of the organisation.</p> <p>4.9 Monthly meetings with Team Leaders/line reports to discuss operational matters and establish solutions.</p>
<p>5. Continuous Quality Improvement</p>	<p>5.1 Ensure that all statutory requirements are being met or exceeded including but not limited to funding agreements, Commonwealth and State legislation and related regulations and guidelines.</p> <p>5.2 Promote and model reflective practice in all ARAS staff, and demonstrate commitment to continuous quality improvement.</p> <p>5.3 Work with other team members to improve service outcomes for consumers and employees by effective complaint management via the ARAS Complaints procedure, stakeholder feedback and responses to service audit processes</p>

	<p>5.4 Work with the Corporate Services Manager to manage Workplace, Health and Safety activities to ensure compliance in accordance with the <i>Work, Health &amp; Safety Act 2012</i> and the <i>Work, Health &amp; Safety Regulations 2012</i>.</p> <p>5.5 Identify and contribute to continuous improvement of allocated operational policies and procedures that support the inclusion and participation of consumers.</p> <p>5.6 Participate in and contribute to internal Continuous Quality Improvement systems.</p> <p>5.7 Manage ARAS' accreditation assessments, facilitating communications with preferred assessor.</p>
6. Administration & Documentation	<p>6.1 Manage operational governance, strategic execution and risk management to bridge high-level strategy with daily operations ensuring regulatory compliance, clear communication and organisational accountability.</p> <p>6.2 Ensure procedures are clear and accessible for staff to understand their obligations to keep accurate and timely records.</p> <p>6.3 Ensure Client System Management (Salesforce) is aligned with OPAN's data reporting requirements and fit for purpose for other program delivery recording and reporting.</p> <p>6.4 Plan and manage time effectively to complete tasks and meet strict deadlines.</p> <p>6.5 Monthly report to the ARAS Board and committees to be submitted in a timely manner to meet pre-meeting deadlines.</p>
7. Personal & Professional Development	<p>7.1 Continue to develop professionally and personally to meet the changing needs of the position, the external environment and the organisation.</p> <p>7.2 Participate in the organisation's performance management process.</p> <p>7.3 Maintain up to date knowledge of relevant legislation and government requirements which impact the position and organisation.</p> <p>7.4 Demonstrate knowledge of the organisation's policies and procedures and a commitment to keep updated on emerging changes.</p> <p>7.5 Ensure the successful completion of individual training and development activities to update knowledge and skills relating to legislative, policy, and system, procedure, product and service requirements inherent in the current duties.</p>
8. Know and apply ARAS policies and procedures	<p>8.1 Demonstrated alignment to the ARAS mission and values, including strategic plan.</p> <p>8.2 Model and foster behaviors aligned with the ARAS Code of Conduct.</p> <p>8.3 Evidence of harmonious working relationships with other employees, volunteers and other stakeholders.</p> <p>8.4 Management of risk and ensure compliance with WHS to the highest standards.</p>

### Qualifications

- A Degree or master's qualification in business, human services, behavioural science, community services or an equivalent combination of qualifications and experience.
- Demonstrable evidence of ongoing and recent upgrading of skills and knowledge.
- Membership of professional associations relevant to qualifications.

### Knowledge and experience

- A minimum of 5 years' experience managing medium to large teams.
- Demonstrated ability and connections with both Federal and State Government agencies.
- Proven ability to construct and write successful tenders for funding, and a demonstrable track record of achieving contract outcomes.
- Proven ability to engage and maintain professional relationships with key external stakeholders.
- Demonstrated ability to participate in a complex working environment supporting procedures, policies, and regulations which impact on the position.
- Demonstrable experience in performance management, conducting performance reviews, disciplinary processes and reward & recognition programs.
- Experience in working with and or advocating for people with a disability, older people, disadvantaged, vulnerable groups and operating within a social justice framework or similar.
- Demonstrated ability to understand and apply legislation, particularly the New Aged Care Act 2025 and related Principles and the Retirement Villages Act 2016 and related regulations
- Excellent written, verbal communication, computer skills and presentation skills.
- Proven experience in working with an organisation to achieve quality accreditation and a demonstrable

commitment to continuous quality improvement and maintaining quality outputs.

**Specific employment requirements**

- Satisfactory National Police Clearance required (must be less than 12 months old at time of joining).
- Work outside of normal office hours may be required from time to time.
- Current driving licence and willingness to drive for work purposes.
- Travel may be required within South Australia and interstate.

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**MONITORING, EVALUATION AND REVIEW**

<b>Status:</b>	APPROVED	<b>Control:</b>	Human Resources
<b>Approved by:</b>	Chief Executive	<b>Version:</b>	2.2
<b>Effective Date:</b>	June 2026	<b>Review Date:</b>	June 2030

**Acknowledgement**

I, ..... acknowledge that I have read and understood the key position duties described in this Position Description and agree to carry out my duties to meet these outcomes to the best of my ability. I also understand that at times I may be required to undertake additional duties relevant to the position that are not listed in this statement and that fall within my competency and skill set. I have received a copy of this Position Description.

**Employee**

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_ **Date** \_\_\_\_/\_\_\_\_/\_\_\_\_

**Human Resources Manager**

**Name:** \_\_\_\_\_

**Signed:** \_\_\_\_\_

**Date** \_\_\_\_/\_\_\_\_/\_\_\_\_