

POSITION DESCRIPTION

Position Number:	1011
Position Title:	General Manager - Performance, Client Engagement and Compliance
Position Type:	Fixed-Term, 2-year contract
Positions Level:	SCHADS Level 7 – Salary Package dependent upon qualification/skills/experience
Location:	Darwin
Direct Reports:	Direct and Indirect Reports
Responsible To:	Chief Executive Officer (CEO)

About Relationships Australia Northern Territory

Relationships Australia Northern Territory (RA-NT) is a community-based, not-for-profit, non-government organisation providing a broad range of services, which are for all members of the community regardless of religion, belief, age, gender, sexual orientation, lifestyle choice, cultural background or economic circumstances.

Our clients are often dealing with complex and sensitive situations, so we look for employees who are understanding, knowledgeable and genuinely care about the wellbeing of others.

Purpose

We empower individuals, families and communities to grow through a rich culture of belonging, connection and respectful relationships.

Values

Fostering an organisational culture that embodies the following values is at the heart of how we operate at RA-NT:

Value:

This means:

Listen with compassion

We care deeply for each other and our clients. We are committed to listening with curiosity and empathy, and to providing a space for people to feel safe and supported.

Work together with respect

Relationships and the way we connect with each other are our lifeblood and are core to building each other up and working towards growth and healing.

Celebrate difference and promote fairness

We embrace diversity and prioritise inclusion, equity and self-determination. We are strong in our commitment to social justice across ages, gender, cultural and financial differences.

Strive for quality and trust

We value honesty and truth, and we do what we say we will do with a commitment to quality and professionalism. We are always learning about our clients, ourselves and best practice, to deliver the best services and programs that we can.

Position Statement

As the General Manager Performance, Client Engagement and Compliance, this position will provide executive leadership and strategic and operational direction in relation to RA-NT's organisational and program performance, client engagement and compliance.

As part of the RA-NT Senior Executive Team (SET), this position makes a significant contribution to the direction of the organisation and is expected to work with the CEO and SET in driving organisational performance, business transformation, growth and outcomes, while fostering a team of focussed professionals committed to excellence in client service delivery.

Integral to this position is the capacity to deliver strategic and operational leadership in matters relating to high-quality services to clients across all programs. Independent of program delivery, the General Manager Performance, Client Engagement and Compliance provides for system oversight and audit, with a focus on evaluation of strategic and operational program delivery, budget performance, and system compliance.

The General Manager Performance, Client Engagement and Compliance will provide leadership across teams assisting to maximise the potential capacity of service delivery across each RA-NT program.

Key Duties and Responsibilities

People, Program, and Performance

- Lead the delivery of the Performance, Client Engagement and Compliance function across RA-NT, that includes: Data, Evaluation and Research, Client Engagement, Client Intake, and the Cultural Services Gateway.
- Provide strong people leadership, setting clear direction, and promoting collaboration, accountability, performance and teamwork.
- Lead, direct and guide staff to achieve their position responsibilities and performance metrics.
- Drive a culture of continuous improvement, from processes and systems in maximising service delivery across the client journey, to enquiries, services and referrals, data and record keeping, and evaluation methodology.
- Conduct and provide oversight of the analysis of program data trends to assist increase efficiencies and quality of service, whilst ensuring RA-NT meet funding contractual obligations and budgetary requirements.
- Champion client-centric initiatives in partnership with internal stakeholders through the evaluation, monitoring and reviewing of operational and strategic performance, across the whole client journey, while ensuring system and program compliance is maintained.
- Monitor service delivery models so they are scalable and reflect the quality of practice and services required by clients and to meet contract obligations.
- Identify and develop new program opportunities in consultation with relevant internal and external stakeholders.
- Provide oversight in the development of proposals and tenders in consultation and partnership with the SET, and relevant internal and external stakeholders.
- Maximise and set forward-thinking quality service delivery requirements and standards relating to program outcomes, in partnership with internal stakeholders, aligning to funding requirements, and RA-NT strategic objectives.
- Provide oversight of data, and research analysis, ensuring reporting produced is proactively driven, current and accurate to inform and drive key objectives.
- Provide the independent lens across all programs in partnership with the Director of Practice Quality.

Relationships and Engagement

- Collaborate with SET to identify, develop and implement new market opportunities, initiatives, and process improvements in program models and service delivery across the organisation.
- Partner with the RA-NT Finance team to identify budget requirements and process improvement opportunities.
- Evaluate former and current stakeholder relationships and identify opportunities of engagement that are aligned to, or beneficial for RA-NT service delivery.
- Maintain a clear understanding of continual needs analysis within the Northern Territory, in the context of RA-NT deliverables.
- Represent and promote RA-NT and its services in the wider community to encourage awareness and understanding of issues affecting families and those in relationships.
- As a member of the SET, the General Manager Performance, Client Engagement and Compliance may represent and promote RA-NT at relevant industry forums and networking events and contribute to government consultation meetings and processes.
- Establish relevant connections and working relationships across the RA National network.

Governance, Risk, and Compliance

- In partnership with internal stakeholders, provide oversight in the development of budgets and performance measures across all programs, aligned to Work Plans, and in meeting compliance of program deliverables.
- Ensure program and system compliance to legislative and organisational requirements.
- Ensure that data is maintained and fit for purpose and decisions are informed by data.

Qualifications and Experience

Essential

- Tertiary level qualifications in an appropriate field, as well as extensive practical experience in a leadership role within a dynamic organisation.
- Demonstrated extensive leadership and team development skills with the ability to manage a range of diverse projects and issues.
- Proactive leadership style with strong strategic vision and collaborative drive.
- Strong business acumen and demonstrated experience in evaluation of system and performance, both operational and strategic, relating to increased output and maximising of efforts.
- Demonstrated knowledge and experience in effectively managing a community-based organisation and/or large suite of program-related activity with multi-faceted deliverables.
- Proven experience in the development, oversight and evaluation of budgets and financial management processes.
- Demonstrated experience in liaising with government departments and agencies, managing government contracts or projects, and operating within a political environment/framework.
- Demonstrated expertise in converting data analysis into tangible business improvement outcomes.
- High-level strategic and conceptual skills, and experience in developing strategic and operational direction.
- Outstanding interpersonal and verbal communication skills including the ability to represent and negotiate on behalf of the organisation, communicate policy position and maintain effective networks with other service providers and stakeholders in the community.
- Commitment to purpose and values of RA-NT.

Desirable

- Business-related tertiary qualifications.
- Experience in leading change and business transformation.

Requirements

- A satisfactory Northern Territory working with children check.
- A satisfactory national criminal history check.
- A commitment to our Safeguarding Children Practice and Behaviour Guidelines.

Acknowledgement

I have read, understood and accept the position as documented in this position description.

Please note that Position Descriptions are under constant review and may be changed by the Chief Executive Officer, after consultation, at any time.

Employee Name (Please Print):

Signature:

<i>Reviewed by:</i>	<i>Human Resources</i>	<i>April 2024</i>
<i>Review due by:</i>	<i>Human Resources</i>	<i>April 2025</i>
<i>Approved by:</i>	<i>Chief Executive Officer</i>	<i>April 2024</i>