

**SECTION A: POSITION DETAILS**

<b>Position Title:</b>	Assistant Area Manager
<b>Remuneration:</b>	Social, Community Home Care and Disability Services Award Level 6 / 7
<b>Reports to:</b>	Area Manager

**Organisation Profile**

Richmond Fellowship Queensland (RFQ) is a well-respected not for profit company and leading provider of psychosocial mental health services, serving the Queensland community for 40 years.

Richmond Fellowship was founded in Richmond, England, in 1959 and it became a worldwide mental health movement. RFQ is a member of the Richmond Fellowship Asia Pacific Forum and Richmond Fellowship Australia.

RFQ builds on its traditional values and strong mission focus with our own progressive thinking, advanced research and best practice service delivery. The organisation provides a professional work environment with a commitment to the development of its leadership team and all staff. RFQ also provides an ethos where people find meaning in the higher purpose of serving the community.

The organisation operates across 16 service sites in the wider metropolitan area, Caboolture, Redcliffe, Redlands, Logan, West Moreton, Darling Downs, Wide Bay, Sunshine Coast, Gold Coast and northern New South Wales. RFQ has multiple formal partnerships with Hospital and Health Services, Primary Health Networks and complementary partner organisations.

Further information about RFQ can be found at: [www.rfq.com.au](http://www.rfq.com.au)

**Purpose of the Position**

The purpose of the position is to assist and support the Area Manager in the delivery and supervision of client service operations. The role will have dedicated responsibilities for identified staff teams and services.

A key purpose includes supporting the Area Manager maintain and develop effective working relationships with service partners and other key stakeholders. It also supports the timely flow of operational information.

The position increases the capacity of RFQ to respond to a rapidly changing and complex operating environment. It will assist with the management responsibility of resources and business objectives and ownership of the sustainable development and growth of the company.

**Terms of Employment**

RFQ is a party to the *Social, Community, Home Care and Disability Services Industry Award 2010 (Modern Award)*. The terms and conditions of employment are contained in the organisation’s Contract of Employment, which reflects the Award.

The position works normal business hours but may be expected to work outside these hours in the performance of the role commensurate with the remuneration and responsibilities of the role.

Hours of work also reflect RFQ's family friendly philosophy. Some travel may be required.

This position is subject to a 6 month probationary period.

**Reports and Accountability**

Within the scope of the role, the Assistant Area Manager is accountable to the Area Manager and Executive Manager Clinical and Services (EMCS) for efficient, effective, equitable and quality:

- Achievement of organisational, financial and position purposes and goals
- Implementation of organisational policies, operational requirements and position responsibilities
- Achievement of high standards for professional and ethical practice and a duty of care within the organisation
- Working relationships with the broader staff group to embed the quality system framework and accreditation process across the organisation
- Use of the resources of the organisation as required by RFQ operational procedures, standards or directions or to standards required by regulators and funding bodies and where there are no specific guidelines or directions, to standards that would reasonably be expected to apply in the particular circumstances

The person operates with a substantial level of autonomy under the guidance and direction of the Area Managers and is expected to exercise sound judgement and work collaboratively with other members of the wider management team in support of RFQ's culture, priorities and strategic directions.

The reporting relationship is to Area Managers oversighted by the EMCS. The position may also be required to provide reports to management forums and be guided by wider Chief Executive Officer (CEO) directions in the development of the client service delivery functions.

The EMCS and Area Managers will regularly review service delivery provision to ensure flexible and responsive management arrangements in support of local needs, demands and priorities subject to the CEO.

**SECTION B: KEY RESPONSIBILITIES**

- Support and foster a culture which promotes genuine open relationships, responsibility for self, mutual respect and personal growth, which is founded on values of empowerment, trust, compassion, resilience, diversity, integrity and lifelong learning
- Manage new and existing service delivery operations including delivery of compliance, and staffing requirements under the direction of Area Managers
- Develop and maintain effective working relationships with service partners across the geographical catchment area
- Negotiate with clients, service partners and other stakeholders to resolve operational and other issues across programs
- Mentor, coach and manage the performance of supervising staff (and other staff) while providing collegiate support for the team as a whole
- Provide timely operational and risk management information and advice to staff and management

- Support the management of RFQ facilities and ensure local compliance with Workplace Health and Safety requirements
- Contribute to the development, implementation, monitoring and review of policies and procedures
- Highly focussed on development and resolution of business and operational issues
- Support RFQ human resource management policies and practices and participate in relevant HR activities
- Lead key organisational projects as required by the Area Managers

### SECTION C: KEY PERFORMANCE INDICATORS

**Leadership:** Area Manager is supported with the delivery and supervision of client service operations.

**Service Delivery** Client services are aligned with RFQ's vision and strategy, policies and procedures, and model of practice, with performance requirements met and risks managed.

**Staff relationships:** Client outcomes are facilitated through working effectively as a member of a team, displaying sound professional judgement and working together to deliver a quality service.

**External relations:** Positive working relationships are developed with external stakeholders at relevant levels of the service delivery system.

**Organisational Culture:** The vision and values of the organisation are promoted and role modelled in all relationships.

### SECTION D: SELECTION CRITERIA

**Qualifications:**

The position requires a degree qualification with substantial experience and a high level of skills appropriate to the responsibilities of the position.

**Experience and Skills:**

The successful applicant will have:

- Proven experience and capacity to manage community based programs (experience with mental health programs highly regarded)
- Working knowledge of the Queensland operating environment and mental health trends and directions
- Proven negotiation and conflict resolution skills
- Demonstrated capacity to develop and maintain effective working relationships with high value service delivery partners
- Well-developed skills in the use of relevant client management systems and Microsoft Office programs for analysis, reporting and business operations
- Well-developed administrative and time management skills

**Position Description – Assistant Area Manager**

- Excellent oral and written communication skills and personal/interpersonal skills characterised by genuine and open personal qualities, self-reflection and the ability to be other centred

**Attributes:**

The successful applicant will:


- Be compassionate, ethical and objective
- Be highly organised and dedicated
- Have the ability to develop genuine and open relationships with a range of stakeholders
- Be flexible, with the ability to respond to changing requirements and timeliness
- Have the ability to work both autonomously and in a team environment
- Enthusiastically embrace the mission and values of the company

**SECTION E: REQUIREMENTS FOR POSITION**

The successful applicant will:

- Minimum qualifications and experience are met according to the selection criteria
- Disclose any health condition of which the employer would need to be aware in fulfilling its duty of care to the employee
- Open drivers' licence and access to a registered roadworthy vehicle with either third party or comprehensive insurance cover
- Undergo criminal history screening and obtain and maintain a positive notice and Yellow Card pursuant to the *Disability Services Act 2006 (Qld)*
- Queensland Corrective Services criminal history check (if applicable)

**Authorised by Chief Executive Officer:**

  
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Date: 10 / 08 / 2018