

# General Manager

<b>POSITION</b>	General Manager – Women’s Centre for Health & Well-being (Albury/Wodonga) Inc. (“the Centre”)
<b>REPORTS TO</b>	Board of Management
<b>GENERAL</b>	<p>The Centre is a not-for-profit organisation providing support to women in living in Albury or Wodonga or surrounds.</p> <p>The Women’s Centre operates under the ideal that “Empowered Women, Empower Women”.</p> <p>The General Manager has ultimate executive responsibility and authority for day-to-day operations of the Centre. This includes all staff members and volunteers.</p> <p>The General Manager is responsible for managing and administering the organisation’s business to ensure the implementation of organisational policies and procedures, the efficient and effective operation of the organisation, the delivery of efficient quality services, risk management oversight, financial accountability, adherence to legislative and funding requirements, and human resources management. Additionally, the General Manager plays a critical role in supporting the Board of Management to meet its governance and decision making responsibilities.</p>
<b>KEY RESPONSIBILITIES</b>	
<b>BOARD OF MANAGEMENT</b>	<p>The Board of Management is a dedicated representation of the community that operates under a governance and advice model. The Board is made up of a Chairperson, Deputy Chairperson, Treasurer, Secretary and other members with voting rights, including the General Manager as the staff representative.</p> <p>The General Manager’s key responsibilities to the Board include:</p> <ul style="list-style-type: none"> <li>• Provide advice and oversight of all statutory and legislative requirements;</li> <li>• Support the Board in developing, implementing and monitoring the Centre’s strategic plan, including relevant key performance indicators that are to be met;</li> <li>• Advise the Board on policy development; presenting organisational policies for consideration and ratification;</li> <li>• Promote a culture of compliance, risk management and continuous quality improvement;</li> <li>• Maintain thorough, transparent and timely communication with the Board (by way of written reports and verbal reports) on the performance of the Centre and any issues affecting or likely to affect the daily management of the Centre, particularly in matters that fall within</li> </ul>

the Board's governance responsibilities or that pose a risk or potential risk to the organisation;

- Maintain honest and open communication with respect to organisational issues, for the Board's awareness
- Convene and attend Board meetings; providing secretariat support including giving appropriate notice, distributing the agenda and written reports and other practical assistance,
- Provide oversight with the recruitment of new Board members, as directed, and provide support through induction and Board training for good governance;
- Develop a relationship of trust with the Board by demonstrating capability, openness, fairness and accountability.

## **OPERATIONAL MANAGEMENT**

The General Manager's key responsibilities in respect of operational management include:

- Ensuring the Centre has a clear mission/vision and that it operates with that mission/vision in mind and that it is inspired by that mission/vision;
- Ensure that the delivery and monitoring of quality services is a central feature of the Centre;
- Coordinate the preparation, printing and dissemination of annual reports;
- Provide strong leadership and clear direction within the workplace that sets the tone and culture of the Centre as a positive and dynamic service provider;
- Assume ultimate responsibility for organisational and administrative tasks;
- Ensure the development, implementation, regular review and refinement of organisational policies, procedures and guidelines, making sure that these are in line with current legislation and compliance requirements;
- Ensure the organisation is appropriately staffed to meet organisational needs, within budget complaints and any relevant funding requirements;
- Establish, monitor and refine staff structures, communication protocols and decision-making delegations to ensure productive, efficient and accountable work practices and sound staff relations;
- Ensure human resources are managed fairly and effectively within prescribed legislative and workplace standards, including staff recruitment, workplace agreements/awards, orientation, conflict resolution, performance management, staff development and support, and disciplinary matters
- Ensure the Centre maintains and applies current knowledge of the applicable industrial awards, workplace agreements, Occupational Health and Safety and Fair Work and Equal Opportunity obligations, industrial and privacy law;
- Ensure the Centre maintains compliance with all relevant national and state legal obligations as they relate to the workplace (e.g. Occupational Health and Safety Act), service delivery and funding requirements
- Responsibility to ensure that the Centre's records and archives (including confidential client and employee information) are

maintained, up to date, and secure and that access is restricted to authorised Centre employees only;

- Ensure operational compliance with the requirements of funding/service agreements in service delivery;
- Ensure relevant minimum standards, as set out by our funding bodies, are incorporated into work practices,
- Foster the Centre's commitment to staff training and professional development to enhance effective service delivery;
- Ensure the Centre's assets are kept in good working order and a register of assets is maintained and up-to-date;
- Ensure all assets are adequately safeguarded by means of security and insurance;
- Develop and implement required infrastructures for any new programs
- Participate in business development activities
- Continuously monitor the performance of the Centre in providing timely, confidential and responsive services to clients;
- Ensure a high level of risk management across all operational areas
- Provide support and direction to staff;
- Undertake annual performance appraisals with staff to monitor performance, identify training needs and provide feedback;
- Address all performance issues within the Centre
- Monitor any incident reports and complaints; ensuring they are dealt with fairly and efficiently;
- Ensure client and staff complaints are effectively and fairly dealt with – including referral to the Board, if required'
- Ensure regular general staff meetings are conducted;
- Being available after hours to respond to critical incidents and government requests via timely response to emails, correspondence and telephone calls (as required);

## **FINANCIAL MANAGEMENT**

The General Manager's key responsibilities in respect of financial management include:

- Ensuring annual budgets and monthly profit and loss and balance statements are developed in consultation with the organisation's Finance Manager and are then submitted to the Board for approval;
- Ensure the Centre's funds are used in accordance with the annual budget, the organisation's policies and funding body requirements;
- Monitor the Centre's financial position and financial performance to ensure the Centre's financial viability and efficient operation; providing information and advice to the Board;
- Ensure periodic acquittals are undertaken, as required, and provided to the funding bodies;
- Authorise expenditure of funds and enter into contracts involving expenditure within the limits of delegation approved by the Board;
- Identify and exploit opportunities for additional funding for service expansion and projects to meet organisational aims;
- Ensure the Centre's financial records are maintained in accordance with statutory/legislative provisions and conditions of grants, and reports on the organisation's financial position are submitted to the Board;
- Ensure the Centre's payroll and personal records are accurately maintained;

	<ul style="list-style-type: none"> <li>• Coordinate the preparation of annual financial statements and audits;</li> <li>• Ensure integration of operational and non-operational departments to ensure seamless service delivery.</li> </ul>
<b>EXTERNAL RELATIONSHIPS</b>	<p>The General Manager’s key responsibilities in respect of external relationships include:</p> <ul style="list-style-type: none"> <li>• Cultivate, strengthen and maintain effective relationships with Government and other service providers to improve service delivery and address health and welfare determinants;</li> <li>• Liaise and consult with peak bodies and funding bodies;</li> <li>• Develop, implement and oversee partnering agreements with other service providers;</li> <li>• Ensure the Centre is appropriately represented in relevant networks, meetings, conferences, community events, media and workshops;</li> <li>• Advocate powerfully and effectively to further the interests of client groups and the Centre;</li> <li>• Work to enhance the public image of the Centre within the community;</li> </ul>
<b>SELECTION CRITERIA</b>	<ol style="list-style-type: none"> <li>1. Bachelor Degree in Business, Social Work, Finance or similar tertiary qualification;</li> <li>2. Proven experience in a social service or health sector;</li> <li>3. Experience in leadership, management and team development skills, including change management and culture change initiatives;</li> <li>4. An extensive knowledge of current legislation and regulatory requirements guiding the provision of community services and programs;</li> <li>5. Excellent interpersonal and communication skills with individuals from various backgrounds including the capacity to liaise and negotiate with funding bodies and other organisations; and the capacity to promote and represent the Centre in the community;</li> <li>6. A sophisticated understanding of current issues facing women in the Albury/Wodonga community; and</li> <li>7. The ability to plan, implement and review services and business plans.</li> </ol>
<b>CONDITIONS OF EMPLOYMENT</b>	<p>This position of General Manager is a permanent, full-time role, to be worked at a minimum of 76 hours per fortnight and based in Albury. The Centre is operational during office hours Monday to Friday, 9.00am to 5.00pm. The successful applicant will be expected to work at least 4 out of 5 business days each week (with the exclusion of granted leave).</p> <p>The successful applicant will be employed on an Individual Contract of Employment. The salary range is dependent on qualification and/or proven years of experience relevant to the Selection Criteria.</p> <p>Employee superannuation contributions will be paid to your Superannuation Fund of choice, in accordance with the Superannuation Guarantee Charge Act.</p> <p>The successful applicant will be required to satisfactorily meet pre-employment checks, including two (2) professional referees, a National</p>

Criminal Record check, a Working with Children Check, a current driver's licence and proof of qualifications.

The successful application will initially be engaged for a probationary period of twelve (12) months. A probationary review before twelve (12) months will be undertaken.

The Centre does not bind itself to make any appointment whatsoever from applications received.

Applications must include the following:

1. A covering letter;
2. Statements addressing each of the selection criteria;
3. Your resume/CV detailing employment history;
4. Details of two (2) professional referees, including names and contact numbers, who can provide comment on previous work performance (including your current employer)

**Please email your application to the Chair of the Board –  
[chairpersonwomenscentre@gmail.com](mailto:chairpersonwomenscentre@gmail.com) by close of business (5pm) on 4  
June 2021**

**DECLARATION OF  
CURRENT AND ONGOING  
CAPACITY  
(To be completed by  
successful applicant only)**

I have read and understood this Position Description and in signing this document agree that I am capable of fulfilling all the requirements of the position as described both in writing in this document, along with any verbal explanations in terms of:

- a) The knowledge, skills and attitudes required; and
- b) My physical and psychological capacity to undertake the work.

I understand and accept that I must also comply with the Centre's policies and procedures.

Additionally, I agree to notify the Centre's Board of Directors of **any change** in my capacity to meet the requirements as outlined in this Position Description, including any changes in the status of my Driver's Licence and/or my ability to meet legislative requirements such as the Working with Children Check or National Police Check.

Signed: .....

Witnessed: .....

Dated: .....