

Job Description			
Job Title: NorthWest Alliance Manager, Community Services			
Role Purpose	The purpose of this role is to lead and implement the vision, strategies and plans of the Homelessness Alliance Leadership Team (ALT). This role will deliver the Homelessness Alliance objectives by creating an inclusive environment that fosters shared learning, responsibility and accountability across Alliance partners to collectively drive service improvements and positive impact for our clients.		
Reports to:	Executive Manager, Community Services	Direct Reports:	Admin function
Business Unit:	Community Services	Award Level:	SCHADS - Level 8.3
Office Location:	70 Dale Street, Port Adelaide SA 5015	HR Approval Date:	January 2021
Internal Relationships:	<ul style="list-style-type: none"> • UnitingSA Executive/ Management teams 	External Relationships:	<ul style="list-style-type: none"> • Homelessness Alliances • Legal entities • Government departments
Person Specification (Knowledge, Skills and Experience)			
Qualifications	<ul style="list-style-type: none"> • Degree or post graduate degree in relevant field • Qualification and/or experience in community development and collective impact approaches • Maintenance of a full, unrestricted South Australian Driver's License. • Working with Children and Vulnerable Adults Clearances (DHS) 		
Experience	<ul style="list-style-type: none"> • Demonstrated management and leadership in a multi-agency environment • Knowledge of collective impact and/or community mobilisation • Demonstrated experience in working with Aboriginal and diverse communities • Experience in engaging and influencing diverse stakeholders • Experience in proactively developing purposeful networks and relationships • Experience in facilitating and mediating a range of stakeholders and perspectives, promoting shared leadership and capacity-building • Experience in managing budgets and expenditure 		

<p>Skills & Knowledge</p>	<ul style="list-style-type: none"> • Ability to work independently • Demonstrated leadership skills • Demonstrated high-level management skills • Demonstrated conflict resolution skills • Ability to develop strong working relationships • Approachable, creating an inclusive environment • Excellent written and oral communication skills • Ability to manage competing priorities • A strong ethical customer/client service approach • Strong administrative and organisational skills
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Job Function Details			
Key Result Area	% of Time	Tasks	Key Performance Indicators
Alliance/ Governance Collaboration	30%	<ul style="list-style-type: none"> • Deploy the Alliance Charter’s principles, objectives, purpose and behaviours throughout the North West Alliance • Facilitate strong cultural governance and capability • Create systems and processes to deliver the Alliance governance • Provide coordination and oversight to the Alliance as per decisions from ALT • Develop and deploy management and reporting systems, plans, processes and reporting mechanisms to guide and ensure the Alliance is delivering on stated outcomes and impact measures • Establish relevant systems to monitor key performance indicators (KPIs), targets and quality systems and work with Alliance partners to collect relevant data and report to ALT • Provide timely advice to the ALT on region updates, trends, including any risks that may impact on the Alliance and its clients • Lead a culture of Alliance cooperation across partnering services; to maximise efficiencies whilst maintaining high quality and accessible service delivery • Chair AMT meetings to ensure Alliance partners are collaborative and working to achieve alliance aims • Lead a culture of change management that inspires shared learning, accountability and transparency to achieve collective outcomes • Ensure client voices underpin the design, delivery and continuous improvement of services, policies and structures across the Alliance 	<ul style="list-style-type: none"> • Reporting framework is developed, in line with contractual obligations, and evidenced in, but not limited to: <ul style="list-style-type: none"> ○ Financial reports ○ KPI reports ○ Outcome and impact measurements ○ Risk management and mitigation plan ○ Compliance reporting • Implementing the Outcomes Framework • Meet approved budget outcomes • Documenting, reviewing and evaluating efficiencies that are identified and implemented • A system is in place that captures client voices and implements continuous improvement

<p>Management/ Coordination of services</p>	<p>50%</p>	<ul style="list-style-type: none"> • In collaboration with the Managers, ensure Alliance service delivery reflects: <ul style="list-style-type: none"> ○ strategic priorities ○ Alliance values and Charter • Build strong working relationships with funders, Alliance partners and key stakeholders to enhance service delivery and ensure advocacy for the services • Ensure that all members have access to information and reports including funding agreements, KPIs and targets, Outcome Measurements, financial reports and any other key information to assist in meeting all internal and external contract requirements • In collaboration with the ALT and AMT, lead the development of innovative approaches and service models, ensuring continuous improvement and flexibility so services and systems adapt to changing environments • Explore and participate in opportunities to build Alliance capacity and sustainability • In collaboration with the AMT contribute to the development of the Alliance Strategic plan • Identify continuous improvement initiatives to enhance the Alliance and service delivery across the North West metro region 	<ul style="list-style-type: none"> ▪ Induction and orientation to the Alliance occurs for all new AMT members ▪ Ensuring the implementation of the Strategic Plan ▪ Work across the AMT and ALT to ensure consistent documentation, data collection etc. to achieve Alliance aims ▪ AMT members articulate values of the Alliance ▪ Demonstration of formal and informal relationships with funders and key stakeholders ▪ Meet approved budget outcomes
<p>Business Development</p>	<p>10%</p>	<ul style="list-style-type: none"> • Actively engage in relevant peak body committees and activities to strengthen the Alliance’s profile and impact, and identifying growth and innovation opportunities • Enhance the Alliance’s brand, establish and maintain key strategic relationships with Government and non-Government organisations, in particular the housing sector • Identify and respond to commercial factors and opportunities that may influence the Alliance, service delivery and or business processes. 	<ul style="list-style-type: none"> • Proven participation in key industry groups, providing information back to the Alliance about opportunities and risks

<p>Self-Management and Development</p>	<p>10%</p>	<ul style="list-style-type: none"> • Develop and leverage your personal and professional strengths and limitations, including a self-awareness of the impact of your behaviour on others • Ability to mediate and resolve conflict independently and to demonstrate resiliency in a range of complex and demanding interpersonal situations • Demonstrate a commitment to openness, honesty, fairness, inclusiveness and high-performance standards • Role model positive and proactive results-focused attitude and behaviours • Develop and foster positive and transparent partnerships across the Alliances to improve and support outcomes and impact • Manage self and demonstrate commitment to learning through evaluation and review of own performance, development of skills and knowledge and utilisation of knowledge and information • Display professional personal presentation 	<ul style="list-style-type: none"> • Participate in regular supervision sessions with line manager
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Competency Profile		
Competency	Level	Behaviours
Impact and Influence	Function	<ul style="list-style-type: none"> • Ensures individuals/team acknowledge and respect the views of others during negotiations • Gathers support from individuals/team or relevant others regarding own idea/position • Uses experts or other third parties to influence • Demonstrates an understanding of different communication styles whilst maintaining feelings of goodwill • Anticipates and prepares for others' reactions/agendas
Judgement	Function	<ul style="list-style-type: none"> • Logically evaluates information, identifies salient issues and draws sound conclusions • Considers multiple sources of information • Weighs up alternatives according to their likely impact on the team/function • Identifies the most appropriate action to facilitate the achievement of team goals and business objectives
Relationship Management	Operational	<ul style="list-style-type: none"> • Utilises strong internal networks to facilitate the achievement of business objectives • Utilise key external alliances/relationships to facilitate the achievement of business objectives • Uses methods of consultation with stakeholders which generate trust and an open expression of interests • Leverages information from various network sources • Works to understand the goals of counterparts
Results Orientation	Operational	<ul style="list-style-type: none"> • Strives to improve business performance and maximise value • Ensures managers seek alternative possibilities when faced with obstacles • Streamlines projects and functions to ensure efficient outcomes • Ensures business initiatives are completed within designated timeframes • Is tenacious in achieving results that improve standards and drive the business forward • Strives to meet the business financial objectives

Commercial awareness	Function	<ul style="list-style-type: none"> • Understands the impact of organisational policies and/or procedures on the team/function • Ensures satisfaction by addressing both business and customer needs • Considers impact of potential risks, and/or opportunities on the team function • Keeps abreast of market/industry dynamics • Considers the financial implications of decisions regarding the team/function • Utilises financial reporting information to drive team performance and to inform the team decision making
Planning and Organising	Operational	<ul style="list-style-type: none"> • Plans and prioritises multiple projects/business deliverables • Ensures all accountabilities are allocated • Expertly drives the most difficult plans which have significant impact on the business • Considers the medium-term and longer-term view when planning • Organises resources and activities to meet the medium-term and longer-term plans • Views plans critically for potential obstacles/contingencies • Revises plans to account for changes in circumstances • Establishes project management frameworks for in-depth projects • Sets and monitors milestones for in-depth projects
Detail & Quality Orientation	Function	<ul style="list-style-type: none"> • Keeps clear, detailed records of own and teams' activities • Ensures team/function adheres to quality/procedural standards • Ensures detailed tracking systems are in place to maintain quality and order within function • Role models behaviour desired in others • Communicates expected work standards to team members
Adaptability and Flexibility	Function	<ul style="list-style-type: none"> • Adjusts approach to suit team/functional priorities • Does not lose sight of intended team/functional outcomes when circumstances shift • Encourages team to respect different points of view • Assists team members to understand and adapt to change • Manages a degree of ambiguity in the team/function

I have read and understand the requirements of this position:

Signed: _____ Name (print) _____ Date: _____