

Service Development Manager Position Description

Role Details:

Position Title	Service Development Manager
Reporting to	Chief Operating Officer
Liaises with internally	All Staff
Liaises with externally	Funding Bodies, QIP, BNG, Clients and other Stakeholders as required
Supervises	No direct reports
Purpose of the Position	<p>The Service Development Manager is responsible for ensuring ongoing compliance, sustained accreditation, and Continuous Quality Improvement across the organisation. The role is required to support the delivery and implementation of internal frameworks and processes to achieve sustainable high-quality practices.</p> <p>This position requires high levels of organisation as well as understanding of BeyondHousing, the sector and broader policy context BeyondHousing operates in.</p>
Hours	Full-time
Salary/Rate	Level 6
Essential Criteria	<ol style="list-style-type: none"> 1. Extensive experience in policy review and development 2. Experience in continuous quality improvement within a like organisation 3. Highly developed organisational skills 4. Experience in the development of organisational systems to improve service and client experience 5. Outstanding communication and negotiation skills 6. Excellent networking and relationship building skills 7. Project & change management skills 8. Analytical skills with a sound understanding of Data Management principles
Preferred Criteria	<ol style="list-style-type: none"> 1. Current Victorian Driver's License
Behaviours Required	<ol style="list-style-type: none"> 1. Ability to collaborate and work productively within a team 2. Equality, honesty, integrity 3. Motivated and enthusiastic 4. Loyalty to the job and the organisation 5. Trustworthy and able to generate trust

	<ol style="list-style-type: none"> 6. Capable of producing results in a sustainable manner 7. Confidence with ability to respectfully challenge others
Key Performance Indicators	<ul style="list-style-type: none"> • Quality Improvement Plans (QIP) and any Periods of Grace (PoG) from DFFH Standards reviewed, developed and implemented • ORG Policies are reviewed, any gaps identified and additional policies created as required • Review of the Service Agreement Requirements and ensure inclusion into policy as required • Support the development of processes and systems within Housing and Client Services and review as required • Delivery of organisation feedback and complaints processes including development, implementation & ongoing improvements • Reporting for accreditation, compliance and identification of gaps in service provision, areas for improvement or opportunities to enhance services • Monitor, assess, implement and evaluate relevant frameworks or legislative changes identified as a priority. Examples include: - <ul style="list-style-type: none"> ○ FV cultural safety framework ○ CHIA Vic cultural safety framework ○ MARAM ○ Child Safety Standards • Develop, implement and monitor audit and quality control processes to ensure compliance and quality improvement • Identification of key data points, data sources and support development of management dashboards across service areas
Additional Specific Tasks	<ul style="list-style-type: none"> • Participate in organisational quality improvement projects including business intelligence and SharePoint • Support business areas with the implementation of legislative changes into process and practice • Identify and assist with the implementation of operational efficiencies including business case development, project implementation and ongoing operational requirements • Support the delivery of strategic projects and reporting as required • Participate in the assessment, response and implementation of EOI or other opportunities to expand services as identified
Broad Activities of BeyondHousing	<ul style="list-style-type: none"> • Capacity to contribute broadly and positively to the culture, environment and strategic direction of the organisation • Act in a manner and represent the organisation in a way that is consistent and reflective of the BeyondHousing values • Adhere to human resources policies including anti-discrimination, Code of Conduct, harassment and equal opportunity policies • Adhere to workplace health and safety policies and proactively contribute in maintaining a safe and clean work environment • Display a positive attitude, treat others with respect and be an active member of the team • Attend and participate in regular performance review sessions with your manager • Attend and contribute at team and all of staff meetings • Follow lawful direction provided by senior members of the team • Adhere to the Child Safe Standards framework outlined in Policies and Processes, including maintaining a National Police Check and Victorian Working With Children Check. • Abide by relevant legislation including Privacy and Confidentiality legislation and ensure the strictest confidentiality in all dealings

Acceptance

I hereby understand the requirements of the position and will fulfil the obligations required of the tasks, responsibilities and needs of the Business.

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Signature

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Date

.....
Name

Instructions for staff

1. Read the Position Description carefully.
2. Ask if you need any information clarified.
3. Keep a copy for you to use at work.
4. This is a living, breathing document and may change with the needs of the Business. Please keep the Manager informed if you have any changes in the position.

Instructions for managers

1. Provide a copy of the Position Description with the letter of offer.
2. Copy the signed copy of the Position Description and give to the Staff Member.
3. Provide the signed Position Description to HR.
4. HR to place the signed copy of the Position Description on the staff file.