



Elizabeth Hoffman House Aboriginal Women's Services Inc.

Business and Operations Manager - Position Description

Date:	15 February 2018
Position Title:	Business and Operations Manager
Location:	EMH Administration Office 441 Clarke Street Northcote Vic 3072
Manager:	Chief Executive Officer
Status:	1 Year Contract
Hours:	Fulltime
Salary Range:	\$85,000 - \$95,000
Exemption:	Identified Position for a Female.

Elizabeth Morgan House Aboriginal Women's Service is a peak body in Victoria for Aboriginal women. We are an Aboriginal community controlled organisation, we strive to take direction and work consultatively with our members and all Aboriginal women within their communities on all aspects of our services. Central to all aspects of our work and business is the aim to provide advocacy and support for the empowerment of Aboriginal women. We also provide a safe, secure accommodation, support and counselling services to Aboriginal women and their children experiencing family violence

EMH provides a range of support services to Aboriginal women and children experiencing family violence from crisis to recovery programs. Our service comprises of:

- Peak body for Victoria – advising Peak Aboriginal Organisation's, Government and NGO sector on issues, policy and advocacy which affect Aboriginal Women and their children
- Policy, research and advocacy in issues relating to Aboriginal women and their children living in Victoria
- High security Aboriginal women's refuge – crisis accommodation services, intensive case-management, support and advocacy
- Outreach services - crisis and intake service, case management, support and advocacy services and court support
- Family violence housing crisis worker
- After-hours crisis service
- Family violence counselling for women
- Financial counselling

ROLE CONTEXT:

As a member of the Executive Management Team, the Business and Operations Manager will develop and implement the systems and infrastructure required to support the growth and future financial security of the Elizabeth Morgan House Aboriginal Women's Services Inc. and will be responsible for EMH's financial, business planning, regulatory, legislative, administration, human resource and information technology (IT) functions, and Financial oversight and other duties.

The position requires a 'hands on' professional who is keen to work at all levels, from undertaking the day to day administration & financial duties to contributing within the Executive Team to develop strategic initiatives and direction for the organisation.

KEY RESPONSIBILITIES

KEY RESULT AREA	MAJOR ACTIVITIES
<i>Finance Management</i>	<ul style="list-style-type: none"> • Prepare EMH financial projections, budgets and reports and administer all financial accounts. Provide financial advice, support and guidance to the Board, Executive team & other business units as required. • With the CEO and Board to ensure effective financial policies, systems, and processes promote and to protect the financial position of the organisation are secure. • Development of a high-level business plan to enable fundraising and revenue raising for EMH long term sustainability and independence. • Co-ordinate and administer the banking function. Reconcile receipts, deposits and grants. Reconcile bank accounts monthly from bank statements and bank ledgers. Invest and transfer funds as necessary. • Prepare and process all EMH financial accounts, payments, invoices including payroll and taxation and ensure associated financial documentation is prepared and required in accordance with accounting practice. • Prepare relevant financial reports, cash flow projections for multiple projects and provide monthly financial reports and other reports as required by internal and external bodies. • Manage the annual budgeting and reporting process and provide annual financial statements to the Auditor, Chief Executive Officer, and Board. Prepare annual audited accounts with the assistance of external auditors. • Other duties as directed.
<i>Compliance, Statutory Duties & Risk Management</i>	<ul style="list-style-type: none"> • Assist the Chief Executive Officer and Executive team to ensure compliance with statutory, funding, contractual and legislated obligations relating to the operations of the EMH. • Ensure Board and organisational compliance with Victorian and with the ATO (Australian Taxation Office).

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	<p>Prepare organisational documents as needed for legal and financial compliance matters.</p> <ul style="list-style-type: none"> • Develop in consultation with the EMH Executive Team the Annual Report. Manage & administer the Board & Company documents. • Position requires working knowledge and function; Deductable Gift Recipient, Australian Charities and Not-for-profits Commission (ACNC) from 1 July 2012. • Conduct research and analysis of EMH's operations in relation to risk management and compliance with Work, Health & Safety legislation. Establish and implement a risk management system. • Develop, review and administer all business contracts and liaise with external contractors as required. Manage & maintain appropriate insurance for EMH's operations. • Other duties as directed.
<p>Human Resource Management & Information Technology</p>	<ul style="list-style-type: none"> • Assist in performance review cycles and application of pay increments and provide information to the Executive Team. • Assist in changes to award rates and conditions of employment, ensuring adherence to awards and relevant legislation. • Facilitate advice to management team on Industrial Relations and HR matters, where appropriate. • Facilitate employment contract templates • Provide advice on all aspects of human resource management including employee and workforce development. • Implement a consistent performance management approach to delegate responsibility and drive accountability through all levels of the organisation • Manage and supervise direct service staff, which include development of performance and work plans, performance appraisals, supervision, debriefing and rostering of schedules. • Develop and administer employment contracts and job descriptions and ensure all aspects of EMH's human resource and industrial relations functions are compliant with the Fair Work Act 2009 and other applicable legislation. • Ensure that recruitment and selection and performance review and management processes are undertaken in accordance with EMH's values. • Create and administer personnel files and maintain records of staff training & development in accordance with applicable legislation. Develop & implement an employee & volunteer induction process.

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	<ul style="list-style-type: none"> • Participate in and conduct performance reviews and planning within the Executive Management Team and for reporting staff in alignment with EMH values. • Manage the information technology function including data security, back up, technology upgrades & implementation in consultation with designated external contractor. • Other duties as directed.
Physical Resource Management	<ul style="list-style-type: none"> • Manage EMH's physical infrastructure & maintenance schedules. Develop & maintain an asset register as required within insurance and audit obligations. • Analyse initiatives & resource management issues that affect the organisation and prepare associated reports, correspondence and submissions. • Other duties as directed.
Management Team Member	<ul style="list-style-type: none"> • Work as a member of the Executive Management Team to ensure the effective and efficient management and operation of EMH in accordance with its values and strategic direction. • Other duties as directed.
Governance	<ul style="list-style-type: none"> • Support the Chief Executive Officer through providing reports and assisting with the development of recommendations that will assist in the fulfilment of EMH Vision and Strategic Plan including service agreements, partnerships and legal obligations. • Inform and support the activities of the organisation through the provision of advice and information relating to relevant to family violence legislation and partnership frameworks. • Support and implement good governance through advice and information on protocols, policy and processes. • Develop and maintain relationships with all EMH staff which are professional, respectful and inclusive. • Maintain open communication through appropriate processes and behavior to inform the Chief Executive Officer and relevant staff members of operational issues. • Respond to direct enquiries and requests for information and give appropriate assistance and advice as directed by the Chief Executive Officer. • Other duties as directed.
Strategic Direction and Implementation	<ul style="list-style-type: none"> • Contribute to the development, documentation, implementation and periodic review of strategic and operational plans. • Contribute to the implementation and evaluation of annual Business Plan. • Report to the Board of Directors regularly on achievement against strategic objectives and funding

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	<p>agreements, to facilitate review and monitoring level of achievement.</p> <ul style="list-style-type: none"> • Other duties as directed.
Quality Improvement	<ul style="list-style-type: none"> • Maintain an up to date knowledge of DHHS, Child Safety and Rainbow standards and any related standards and their operational requirements. • Work with the management team to develop, maintain and implement the Quality Improvement Plan. • Work with the management team to develop systems and processes to ensure compliance with relevant standards. • Work with the management team ensure services meet the quality requirements as specified by EMH and DHHS. • Work with the management team to Identify opportunities to improve service systems across the region/ state. • Contribute to research initiatives, particularly those that give emphasis to determining quality, outcomes and evaluation in relation to core services. • Ensure that services are accessible and culturally sensitive to diverse client and community needs. • Other duties as directed.

KEY SELECTION CRITERIA

- Demonstrated experience of at least 5 years and qualifications in a senior financial or business role preferably with an Aboriginal Community Controlled not for profit organisation.
- A knowledge and understanding of Aboriginal culture and history and the issues affecting Aboriginal families.
- Demonstrated ability to administer legislative, statutory & contractual obligations.
- Highly developed organisational and administrative skills, ability to meet deadlines and work autonomously.
- Demonstrated experience in managing a computer based accounting system Zero & Human Resource software Aussie Pay, with knowledge and experience in database, spreadsheet and word processing computer applications.
- Demonstrated experience in the administration of payroll. Ability to interpret and apply Industrial Awards and Agreements.
- Demonstrated experience in managing staff and in developing & implementing policies and procedures.
- Highly developed negotiation and interpersonal skills and the ability to deal with sensitive and confidential information.

OTHER RELEVANT INFORMATION

- EMH respects and values diversity, and does not discriminate on the basis of race, sex, gender identity, sexuality, ethnicity, age, disability, religion or politics. We are committed to embedding gender equality, diversity and inclusion throughout our

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organisational practices and in the programs we deliver and this commitment is reflected in all of our processes and policies, including recruitment and selection.

- Current Holder of a National Police Check, Australian Drivers Licence and WWCC.
- Willing for EMH to undertake a Probity check on your employment history and qualifications.
- You will need to disclose any pre-existing illness or injury you know about which could be affected by the described work duties. Under section 82 (7) of the Accident Compensation Act, failure to disclose such a pre-existing illness or injury will mean that, if employed, you will not be paid compensation for that condition.

THIS IS AN IDENTIFIED POSITION

Exemption under section 28 of the Equal Opportunity Act 2010 to employ women only for Women's Services Programs

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INHERENT REQUIREMENTS OF WORK ACTIVITIES/ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position, for assessment by you and/or your medical practitioner.

ELEMENT	KEY ACTIVITY	FREQUENCY
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Daily
	Be exposed to all outdoor weather conditions.	Daily
	Work in unstructured environments (e.g. outreach).	Daily
	Work office hours with the possibility of extended hours.	Regular
	Work on-call after hours.	Regular
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Work in an environment with competing demands.	Daily
	Present at court and other jurisdictions.	Occasional
People Contact	Work with clients who may have a physical or sensory disability	Occasional
	Liaise with government, non-government and community organisations	Regular
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Regular
	Interact with clients and members of the public who could display verbal or physically challenging behaviour.	Regular
	Facilitate access to specialist, generic and community services	Daily
	Undertake training and professional development activities.	Regular
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analyzing information and data.	Daily
	Undertake intensive administrative tasks, which include computer work, report writing (e.g. financial reports), participating in meetings and concentrating for long periods of time.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions.	Regular
	Drive vehicles with possible distractions from client behaviour, verbal or physical.	Occasional