



livin' well

**RE: POSITION VACANT  
GENERAL MANAGER – FINANCE AND OPERATIONS  
PERMANENT FULL TIME**

Thank you for your expression of interest in the role of General Manager – Finance and Operations with our organisation. This role will work closely with the Chief Executive Officer and Senior Leadership Team to achieve the organisation's operational and strategic goals to ensure a successful future and the delivery of services clients need to remain living happily in their home and community for the fullness of their life.

The salary for this role is \$115,000.00 per annum and the successful applicant will benefit from a nine day fortnight and access to a Liberty vehicle.

Liberty Community Connect supports people on the Gold Coast by providing a vast array of services to more than 500 clients/participants ~ the elderly and adults who live with a disability. We are proudly an independent 'boutique' service provider making a positive difference, promoting client independence, providing quality care and flexible services that respect the individual. Please refer to our website [www.libertycommunity.org.au](http://www.libertycommunity.org.au) for more information on Us.

Applications can be submitted via the "Apply Now" link on the job advertisement website. Alternatively, enquiries and applications can be forwarded to [ruth@libertycommunity.org.au](mailto:ruth@libertycommunity.org.au). When submitting your application please include your current Resume and a cover letter highlighting how your skills and experience align with the duties of the Position, and the position you are applying for.

Applications will close once a suitable candidate is found.

Good luck on your application!

Yours sincerely,

Ruth Clark  
Chief Executive Officer

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## GENERAL MANAGER – FINANCE AND OPERATIONS

### PRIMARY ROLE and PURPOSE

This role will primarily work within the Senior Leadership Team, oversee the Operations Team and marketing activities, and contribute to the long-term success of Liberty's vision, mission, and strategic objectives by providing leadership and management to achieve:

- organisational and service compliance
- operational and financial effectiveness and efficiency
- growth in services and revenue
- continuous improvement
- operational and strategic goals
- elevation of Liberty's profile, and promotion of services, within the community
- a workplace culture that values the contribution of its employees and volunteers and commits to serving our clients for the fullness of their life.

These duties will complement Liberty's approach that client services and support will offer choice and flexibility ensuring that individual needs and goals are met with a vision of health and wellness.

### KEY SELECTION CRITERIA

#### Essential

As per the Position Description

1. All requirements as outlined under Qualifications, Skills and Experience, and Conditions of Employment (evidenced).
2. Extensive experience, knowledge and understanding in working autonomously in the community aged/disability sector in executive management.
3. Financial management acumen.
4. Positive and successful leadership experience ensuring
  - o outstanding communication and interpersonal abilities, and
  - o the application of processes for team building and development ensuring a positive and thriving culture.
5. Demonstrated capacity to perform the duties of the position as required.

#### Desirable

1. Knowledge of fringe benefits tax and salary packaging.
2. Marketing and promotional skills.
3. Sound knowledge and understanding of varied management systems - e.g. Alayacare software, Centro Assist, Elmo.
4. Sound understanding of legislation and regulation applicable to aged/disability service delivery under the models of the Community Home Support Program (CHSP), Home Care Packages (HCP) and the National Disability Insurance Scheme (NDIS).
5. Sound knowledge of employees rights in line with applicable legislation such as Fair Work Australia, National Employment Standards and relevant Awards.

#### Personal Attributes & Qualities

1. Servant Leadership;
2. People centered decision making ;
3. A sense of fun and inquisitiveness;
4. Positive and professional attitude;
5. Client and community focus; and
6. Works effectively in a team.

## POSITION DESCRIPTION

<b>Position title</b>	General Manager – Finance and Operations		
<b>Classification</b>	Salary	<b>Last reviewed</b>	27 May 2024
<b>Tenure</b>	Full Time based on 38 hours weekly	<b>Hours</b>	76 hours over a nine day period as agreed
<b>Probation</b>	6 months	<b>Location</b>	On Site Gold Coast
<b>Manager</b>	Chief Executive Officer	<b>Direct Reports</b>	Team Leader - Operations Finance and Operations Officer Marketing/Promotional Staff
<b>Authorised/ signed by</b>	Chief Executive Officer		

### QUALIFICATIONS and EXPERIENCE

- 1.1. Tertiary and/or other qualifications in finance and/or business and/or marketing and/or extensive relevant experience;
- 1.2. Expertise and competence sufficient to undertake the range of duties required with attention to detail and accuracy;
- 1.3. Senior leadership in the community sector or service industry including:
  - 1.3.1. experience in meeting organisational, government, and funding compliance;
  - 1.3.2. experience in financial management including setting and meeting financial targets;
  - 1.3.3. effective leadership and management of human resources;
  - 1.3.4. managing change, continuous improvement and optimum service delivery;
  - 1.3.5. commitment to high quality business practices and service delivery to clients;
  - 1.3.6. commitment to positive work environment and culture;
  - 1.3.7. consultation, critical thinking, problem solving, conflict resolution, negotiation and decision making;
  - 1.3.8. time management and achievement of deadlines;
  - 1.3.9. IT/C knowledge and skills;
  - 1.3.10. effective communication skills;
  - 1.3.11. a partnership approach with the community and other agencies in all aspects of work;
  - 1.3.12. understanding the needs and goals of people who are elderly, people who live with a disability and their carers to be socially connected within their communities and living a life of their choice.

### 2. CONDITIONS of EMPLOYMENT

- 2.1. Ability to meet the requirements of a key personnel as outlined in the Aged Care Act 1997 and the NDIS Act 2013 or successive legislation;
- 2.2. National Police Check;
- 2.3. Acceptable bankruptcy search;
- 2.4. Vaccinations as directed/mandated by Public Health Authorities/Government;
- 2.5. NDIS Worker Clearance; and
- 2.6. Driver license in the state of residence.

### 3. HOURS of EMPLOYMENT

- 3.1. Full Time based on a 76 hour fortnight with flexibility in hours that meets the needs of Liberty.

#### 4. KEY ACCOUNTABILITIES and DUTIES

##### 4.1. Reporting

- 4.1.1. The General Manager – Finance and Operations directly reports to the CEO;
- 4.1.2. The Team Leader – Operations directly reports to the General Manager – Finance and Operations;
- 4.1.3. The General Manager – Finance and Operations oversees the Operations Team, Finance and Operations Officer, and marketing/promotions staff.

##### 4.2. Strategic Leadership

- 4.2.1. Operate as an effective leader and member of the Liberty Senior Leadership Team and overall Liberty team;
- 4.2.2. In collaboration with the Committee of Management, CEO and Senior Leadership Team:
  - 4.2.2.1. contribute to and support the strategic direction of Liberty,
  - 4.2.2.2. contribute to and support the development, review, and outcomes of the Operational Plan,
  - 4.2.2.3. contribute to flexible and appropriate support services to meet client goals and expectations and the changing needs of the community;
- 4.2.3. Attend and participate in Committee and/or Sub Committee Meetings as required;
- 4.2.4. Proactively develop and maintain relationships with local service providers, key referral agencies and other stakeholders to promote Liberty services, achieve business growth, and support the strategic direction of Liberty;
- 4.2.5. Maintain strong, respectful and effective communication across the organisation, with clients, staff, and other stakeholders;
- 4.2.6. Assist in the development of core program elements for the delivery of services and program including but not limited to data development, workforce strategy, policy, quality, education, training and performance;
- 4.2.7. Participate in project planning, implementation, and evaluation.

##### 4.3. Operational Management and Performance

- 4.3.1. In conjunction with the Team Leader – Operations, lead, motivate and develop the Operations Team to achieve effective and efficient business practices;
- 4.3.2. In conjunction with the Senior Leadership team develop and achieve efficient service delivery;
- 4.3.3. Integrate and improve technology and programs to align with reporting requirements and to achieve efficiencies;
- 4.3.4. Development and implement strategies and systems which promote flexibility and a timely response to changing priorities within the business;
- 4.3.5. Attend to queries and grievances to achieve positive a resolution and outcome for all parties involved;
- 4.3.6. Prepare internal and external reports, and grant applications;
- 4.3.7. Maintain a working knowledge of significant developments and trends in the sector;
- 4.3.8. Be accountable and operate within approved operational delegations;
- 4.3.9. Maintain appropriate accountability and communication structures to ensure key stakeholders receive communication as required;
- 4.3.10. Undertake duties as directed by the CEO and/or Management Committee in the absence of the CEO;
- 4.3.11. Work collaboratively and operate as an effective member of the overall Liberty team.
- 4.3.12. Adhere to and comply with the Mission, Vision and Values of Liberty and its policies, procedures, operational processes, Position Descriptions, Code of Conduct, Confidentiality Agreement, Dress Code and Enterprise Agreement;
- 4.3.13. Other reasonable duties and responsibilities as directed.

##### 4.4. Compliance, Risk Management and Continuous Improvement

- 4.4.1. Maintain compliance with all regulatory and legislative requirements for aged and disability care, including existing or new legislation and standards,
- 4.4.2. In conjunction with the Senior Leadership Team develop, implement, and participate in:
  - 4.4.2.1. processes, policies and procedures, and
  - 4.4.2.2. quality reviews and assessments;

- 4.4.2.3. maintain current knowledge of relevant funding, legislation, guidelines, and changes within the sector and contribute to and implement policies, procedures and education to ensure the organisation remains compliant and responsive to its obligations;
- 4.4.2.4. implement and support best practice processes and systems to ensure compliance to relevant legislative requirements and to drive business efficiencies and/or opportunities for Liberty's long term sustainability
- 4.4.3. Ensure compliance with Service and Brokerage Agreements with external parties,
- 4.4.4. Adhere to licence, permits and legislation and ensuring permits and licences remain current;
- 4.4.5. Contribute to safe work practices and workplace health and safety
- 4.4.6. Contribute to business continuity and disaster management plans,
- 4.4.7. Actively contribute to and promote a culture of continuous improvement and risk based decision making;
- 4.4.8. Investigate incidents and recommend and implement preventative and improvement strategies;
- 4.4.9. Participating in serious incident investigations and mandatory reporting to regulatory authorities;
- 4.4.10. Ensure compliance with work, health, safety and rehabilitation policies, practices and procedures;
- 4.4.11. Lead and implement continuous quality improvement.
- 4.5. **Financial Management**
  - 4.5.1. Oversee Finance and Operations Officer to achieve effective and compliant day to day and end of month financial recorded keeping;
  - 4.5.2. Prepare, contribute, and effectively manage budgets and forecasts;
  - 4.5.3. Evaluate and implement strategies to improve operations and financial performance;
  - 4.5.4. Prepare and submit financial reports to external stakeholders, including Quarterly Financial Return, Aged Care Financial Report, and CHSP Acquittal;
  - 4.5.5. Ensure ATO statements and returns are lodged by due dates, e.g. IAS, BAS, FBT, superannuation;
  - 4.5.6. Evaluate financial performance of business units and contribute to cost effective practices to improve service delivery models;
  - 4.5.7. Evaluate financial and other data to determine unit pricing and recommend fee structure;
  - 4.5.8. Implement and monitor best practice financial systems and processes;
  - 4.5.9. Collaborate with external auditors to obtain required annual audited financial statements;
  - 4.5.10. Assist in development and implement vehicle replacement policies and procedures;
  - 4.5.11. Be accountable and operate within approved budget.
- 4.6. **Marketing and Community Relations**
  - 4.6.1. Develop and execute marketing strategies to achieve sustainable growth;
  - 4.6.2. Lead, motivate and develop employees involved in marketing and promotional activities;
  - 4.6.3. Represent Liberty to relevant stakeholders and the general public to create new opportunities;
  - 4.6.4. Represent Liberty at events, conferences, meetings etc;
  - 4.6.5. Develop and maintain sound working partnerships with key partners, contractors and/or colleagues;
  - 4.6.6. Maintain and develop positive working relationships with external stakeholders;
  - 4.6.7. Liaise with clients and stakeholders to improve services.
- 4.7. **Human Resource Management**
  - 4.7.1. Model and demonstrate constructive working relationships and information exchange across the organization;
  - 4.7.2. Provide positive leadership to promote:
    - 4.7.2.1. a workplace culture that values the contribution of its employees and volunteers, and commits to serving our clients for the fullness of their life,
    - 4.7.2.2. an understanding of purpose and standard of services delivered by Liberty, and
    - 4.7.2.3. organisational goals and positive outcomes.
  - 4.7.3. Provide direct leadership, supervision, mentorship, and development opportunities to direct staff reports and other team members.
  - 4.7.4. In partnership with the Senior Leadership Team and Team Leaders – Operations , provide leadership and support to achieve quality service outcomes to the:
    - 4.7.4.1. Operations Team,
    - 4.7.4.2. Community Connections Team,



- 4.7.4.3. Home Maintenance Team,
  - 4.7.4.4. Support at Home Team, and
  - 4.7.4.5. Domestic Team;
  - 4.7.5. Ensure delivery of relevant training and development across the organization;
  - 4.7.6. Undertake performance appraisals and performance management following sound human resource practices and policies;
  - 4.7.7. Seek out and implement development and educational opportunities that assist staff in their specific roles and to development skills, including traineeships;
  - 4.7.8. Build morale amongst staff and team cohesion through empowering leadership and effective communication;
  - 4.7.9. Provide support, mentorship and staff development and educational opportunities that assist staff in their specific roles; and
  - 4.7.10. Contribute, plan, monitor and achieve human resource expectations in the recruitment, performance, training, development and compliance of staff and volunteers.
- 4.8. **Client Relations**
- 4.8.1. Ensure that client's highest level of involvement in daily activities is promoted;
  - 4.8.2. Establish and maintain a professional relationship with clients;
  - 4.8.3. Demonstrate a commitment to ensuring clients are an active participant, rather than a recipient of services;
  - 4.8.4. Respect clients and carers rights to privacy, confidentiality and individuality and ensure these rights are followed in line with organisational requirements; and
  - 4.8.5. Be client focused and maintain a good understanding of the role and responsibilities in meeting the needs of clients and their carers in delivering services, support, opportunities, and choice.

## OUR WELLBEING EXPERIENCE

The Liberty Experience is our unique point of difference in the world, and it forms the basis for the strategic direction for all future Liberty messages. Our brand essence centers on the six aspects that make up the Liberty Well-Being Experience. This is defined in the following statements.

- **CONNECTION** - Recognising that people need people. Wellbeing is enhanced through strong relationships. Connection is about being treated fairly, being involved in the community and belonging.
- **INDIVIDUALITY** - Recognising and celebrating our differences. It is about feeling good about yourself and what makes you unique and finding your place. Liberty is passionate about adjusting services based on the individual needs of our clients and ensuring that all people have found their place.
- **VIBRANCY** - The Liberty wellbeing experience is about "Lovin Life". When we are enjoying life, we begin to engage completely in the present moment. It is about having energy and vitality, and getting the most out of your experiences.
- **ACCOMPLISHMENT** - Feeling a sense of accomplishment and being able to use your abilities. It is about the freedom to decide what you will do and how you will live your life.
- **PURPOSE** - Being involved in something bigger than ourselves. It is about looking at what you do and realising you are valuable and what you are doing is worthwhile. Liberty recognises the importance of being meaningfully involved in the community.
- **SATISFACTION** - The Liberty wellbeing experience is about freedom to explore possibilities that are important to you.

## ACKNOWLEDGEMENT by EMPLOYEE / WITNESSED

I understand and accept the role, responsibilities, and duties of the position:

Signed by General Manager – Finance and Operations

Name : \_\_\_\_\_

Signed by Witness

Name : \_\_\_\_\_

Date : \_\_\_\_\_