

Hospice Volunteers South Tas

POSITION DESCRIPTION & SELECTION CRITERIA

POSITION TITLE: Manager

LOCATION: 153 Collins St, Hobart. The service extends across Southern Tasmania.

REPORTS TO: The Management Committee

1 About us:

Hospice Volunteers South Tas (*Hospice Volunteers*) is a non-faith-based, not-for-profit organisation, supporting clients living with and affected by life-limiting illness. The organisation is governed by a management committee and is primarily funded by the Tasmanian Government.

2 The Position:

- The Manager is responsible for all operational programs within *Hospice Volunteers*.
- The Manager builds organisational capacity in order meet the needs of the community of Southern Tasmania.
- The Manager is expected to develop and maintain excellent strategic relationships with primary care providers and other key stakeholders.
- We value and expect the highest levels of commitment, confidentiality and integrity across the organisation.

3 Working environment:

- *Hospice Volunteers* has a strong culture of excellence in the provision of care to clients through a rigorous system of volunteer recruitment, training, support and development.
- *Hospice Volunteers* forms an important part of a wider care team providing support to clients and families across the southern region; close inter-agency collaboration is therefore essential.

4 Primary Role and Responsibilities:

- The Manager is responsible for the day-to-day operations and management of the organisation and is expected to implement strategies determined and approved by the Management Committee.

- While reporting to the Management Committee, the Manager works with a high degree of autonomy, and within set policy and budgetary parameters.
- The Manager is responsible for overseeing and quality assuring all recruitment, training, support and supervision of volunteers and staff, in order to effectively and comprehensively achieve the organisation's goals and objectives.
- The Manager oversees the continual provision of high-quality services to clients and provide supervision and guidance to the volunteer and paid workforce across sites and program areas.
- The Manager initiates and oversees all projects and services, as approved by the Management Committee.
- As the Committee's key delegate, the Manager is responsible for managing all media and community relations.

5 Duties and Accountabilities

5.1 Staff

- In relation to staff, volunteers and others who may be contracted to *Hospice Volunteers*, the Manager is responsible for:
 - selection and employment;
 - organisation and supervision; and
 - performance evaluation.
- The Manager is responsible for the daily operation of the *Hospice Volunteers* office, ensuring appropriate support and supervision of staff.
- The Manager is responsible for the determination and annual review of salaries and benefits for all staff and volunteers, in accordance with *Hospice Volunteers'* policies and financial resources, award rates and industry standards.
- The Manager is expected to promote and maintain safe work practices for volunteers and employees.

5.2 Volunteer Administration:

- The Manager is responsible for maintaining all aspects of the funding agreement in relation to provision of volunteer services.
- The Manager is responsible for the effective recruitment and training of volunteers and the provision of ongoing support, supervision, education and performance management.
- The Manager is responsible for ensuring that volunteers are adequately assisted, supported and supervised as members of a wider care team across a range of sites.

5.3 Client contact:

- The Manager is responsible for maintaining all aspects of the funding agreement in relation to provision of client services.
- The organisation accepts referrals from a range of community and hospital-based services; under the direction of the Manager, staff undertake face-to-face assessments and follow-up in order to determine and support client needs.

5.4 General Administration

The Manager:

- attends Management Committee meetings;
- presents bi-monthly reports to the Management Committee;
- maintains close liaison with key stakeholders;
- ensures regular communication to volunteers;
- prepares submissions and completes statutory reporting requirements as requested by the Management Committee and Tasmanian Health Service (THS);
- undertakes public education and public speaking engagements, as required;
- reviews and develops all operational policies, procedures and guidelines; and
- ensures adherence to all site-specific policies, procedures and protocols.

6 Scope of work performed:

- Operate with a high degree of autonomy and are responsible for the day-to-day management of the organisation, reporting to the management committee.
- The Manager is seen as the public representative of the organisation.

7 Selection criteria:

1. Relevant tertiary qualification(s) and/or extensive experience working in the community services sector and/or other relevant fields.
2. Demonstrated Experience managing and developing a volunteer workforce; sound understanding of the contemporary principles and practices of volunteer management; or demonstrated ability to quickly gain this understanding.
3. Demonstrated experience in program/project management and service, and the ability to produce, review and update a variety of written material to diverse audiences at a high level, including service protocols, guidelines, fact sheets and other operational documentation, or the ability to supervise staff to do so.
4. Proven leadership capacity: highly developed interpersonal, communication, negotiation and conflict resolution skills with the ability to effectively lead a team, build and maintain relationships with key stakeholders and resolve problems in a changing environment.
5. Demonstrated understanding of the philosophy and principles of hospice and palliative care; or demonstrated ability to quickly gain this understanding.
6. Sound understanding of all relevant ethical, statutory and legal requirements and a demonstrated understanding of Tasmanian Government processes.

8 Hours of work:

- The Hospice Manager role is a full-time contract position, a flexible working arrangement may be negotiated.
- Some evening and out of hours work may be required.

9 Conditions of employment:

- This is a 3 years contract position, with pay and conditions of employment according to the *Social, Community, Home Care and Disability Services Award*.
- Leave and flex time entitlements according to the *Social, Community, Home Care and Disability Services Award*, provided that such leave or flex time is approved by the Management Committee.
- A probationary period of 3 months will apply from the commencement of duties. This may be extended based on initial probation assessments.
- Salary sacrificing and packaging may be negotiated.
- The Manager carries a supplied mobile phone for emergency after hours contact, as well as for those periods when the office is unattended.
- The Manager has use of the Hospice vehicle for Hospice Volunteers business and has private local use (within Tasmania) of the vehicle out of hours. The Manager is permitted to privately garage the vehicle and is responsible for ensuring it is appropriately serviced and maintained.