

Position Description

Protect All Children Today Inc. (PACT)

Title:	Operations Manager
Hours:	Full time 38 hours per week
Award:	Social and Community Services (Queensland) Award
Stream:	Community Services Worker
Level:	Level 6

Organisational Environment:

Protect All Children Today Inc. (PACT) is a non profit community organisation established in 1986 as a service provider of court support and therapy as well as advocating for abused and neglected children/young people and their families.

PACT's Child Witness Support Program provides support for children and young people who are required to give evidence in the courts, either as victims of, or witnesses to, a crime.

Position Objectives:

- To assist the Chief Executive Officer to manage the day-to-day operations of a busy non-government, not for profit agency.
- In the Chief Executive Officer's absence make informed decisions and provide advice to the PACT Board of Management as appropriate.
- To liaise with senior representatives from government and non-government organisations, such as the Office of the Director of Public Prosecutions, the Department of Communities, Child Safety, the Queensland Police Service.

Requirements of the Job:

- Experience of a broad and varied nature in regard to: operational and financial management and clerical practices.
- Ability to contribute effectively to a multi-disciplinary team and provide operational assistance and advice to the Chief Executive Officer and direction to the other staff.
- Advanced communication skills and a high degree of work accuracy.
- Sound knowledge of relevant computer packages such as Microsoft Word, Access, Excel, Outlook, Powerpoint, MYOB and Publisher.

Key Responsibilities:

- Sound financial management.
- In consultation with the Chief Executive Officer, make informed decisions in relation to PACT operation, staffing issues, purchasing, etc.
- In the Chief Executive Officer's absence, provide guidance and direction to PACT staff to ensure the efficient operation of the organisation.
- Attend Board of Management Meetings on behalf of the Chief Executive Officer when required and provide advice and information on PACT operation.
- In consultation with the Chief Executive Officer, review current practices to identify improvement opportunities that will enhance the quality and efficiency of PACT operation.
- Represent PACT at various internal and external stakeholder meetings as required.
- Provide leadership, direction and policy advice to staff and Volunteers as appropriate.
- Prepare a range of correspondence and agenda papers for the monthly Board meetings.
- Oversee the management of the PACT client database, including; referrals, case closures and other data bases as required, backup PACT data and prepare and generate statistical reports as requested.

- Oversee the management of the PACT membership database, write to new members after approval by the Board of Management and issue invoices and reminders as appropriate.
- Monitor the workload of the Administrative Officer and delegate tasks as appropriate.
- Ensure confidentiality in accordance with professional standards and agency policy.
- Conduct staff training on operational processes, office equipment, computer programs, etc.
- Provide input into the preparation of the PACT Annual Report.
- Provide guidance in relation to the organisation of the PACT Annual General Meeting (AGM).
- Participate in agency Continuous Quality Improvement activities.
- Participate in annual performance appraisals.

Organisational Relationships:

- This position reports to the Chief Executive Officer, though provides operational direction to the other staff of PACT.
- In the Chief Executive Officer's absence, this position provides guidance, direction and monitors the workload of other PACT staff.

Extent of Authority:

This position has the delegated responsibility to:

- approve operational expenditure to a level of \$1000.00.
- liaise with representatives from government and non-government agencies in relation to PACT operational matters.
- To make informed decisions and provide operational advice and guidance to the Board of Management and staff of PACT.
- inform the Board of Management and Chief Executive Officer of any issues of relevance in relation to PACT Programs and services.

Selection Criteria:

1. High level of oral and written communication skills including the ability to liaise and consult with members of the Board of Management and deal with sensitive and confidential matters.
2. Sound knowledge of office management principles, modern office technology and computer software applications and their operation.
3. Sound knowledge, or the ability to acquire sound knowledge, of accounting and administrative policies, practices and procedures relating to PACT operation.
4. Knowledge, or the ability to acquire knowledge, of court processes.
5. Proven ability to work autonomously and effectively plan, organise and monitor activities and tasks in a manner that will enhance PACT operation

Additional Requirements:

Some evening and week-end work may be required of this position.