

# IMPACT Community Services

## Position Description



**JOB CODE:** 01.001.002  
**JOB TITLE:** General Manager Corporate Services  
**PROGRAM/SECTION:** Management  
**REPORTS TO:** Managing Director  
**AWARD:** Social, Community, Home Care and Disability Services Industry Award 2010  
**CLASSIFICATION:** Above Award – Level 8  
**PROBATIONARY PERIOD:** 6 months (monthly reviews undertaken during this period)

<b>Approval Date:</b>	31.10.2023	<b>Version:</b>	20240206
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### Impact Commitment Statement

Our staff will actively contribute to the organisation’s vision, mission, values, policies and procedures. In return, our staff will enjoy making a difference in the community, working within a supportive team, with a strong commitment to learning and development; and appreciate significant employment benefits.

<b>What is our vision?</b>	Improving lives
<b>What is our mission?</b>	Building a caring and inclusive community through opportunities which empower people, increase individual choice, improve resilience and increase social and economic participation
<b>What are our values?</b> What do we expect from our staff and what do our participants expect from us?	<p><b>Build trust in relationships</b> – Cultivate habits that build positive interactions and experiences with others</p> <p><b>Empower others</b> – Walk beside someone as they increase their autonomy, self-determination and decision-making capacity</p> <p><b>Be compassionate</b> – Strive to show kindness and a willingness to support others both in our organisation and in the communities in which we live</p> <p><b>Celebrate uniqueness</b> – Create a place that is built on dignity and respect and where everyone is welcome</p> <p><b>Work together</b> – Leverage collective genius to find new ways to think big, experiment and solve shared problems</p> <p><b>Create positive impact</b> – Use our commitment and drive to energise, engage and inspire others to achieve our shared vision</p> <p><b>Strive for excellence</b> – Pursue continuous growth, high performance and improvement</p>

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### OVERVIEW

The General Manager Corporate Services is responsible for:

- Providing strategic advice to the Executive Leadership Team and Board
- Leading the corporate services teams which provide internal services to IMPACT programs

Working within the executive management team, the position also contributes to the development and implementation of the organisation's Strategic Plan, policies and practices.

The position of General Manager Corporate Services cannot be achieved from home and must be performed in the workplace.

IMPACT is a Child Safe Organisation and is committed to the safety and wellbeing of children and young people. All employees of IMPACT must follow the National Principles for Child Safe Organisations and all of IMPACT's internal policies and procedures in relation to safeguarding a child or young person.

### DELEGATION OF AUTHORITY:

- As per the Delegation of Authority Register

### MAIN DUTIES/RESPONSIBILITIES:

- Provide strategic advice and reports to the Board, Managing Director and Executive Leadership Team
- Contribute to the development and achievement of IMPACT's overall strategic plan
- Oversee the delivery of internal services including:
  - Finance, including accounting, revenue, budgeting, billing, auditing, taxation and investments
  - Marketing, public relations and internal and external communications
  - Quality management, compliance, risk management and administration
  - Information, communication and technology, including infrastructure, data and applications
  - Workplace Health & Safety (WH&S) and participate in the WH&S Committee
  - People and Culture, including recruitment, employment conditions and learning & development
- Ensure the deliverables of the strategic plan for the Corporate Services department
- Implement effective operational systems, process and policies to support organisational success
- Approve budgets to meet service and organisational requirements
- Implement, monitor and take responsibility for KPI's for staff and performance of services
- Provide input and advice for tenders, potential contracts, projects and financial models
- Provide advice on the financial implications and consequences of business decisions
- Ensure the integrity of statutory, regulatory and management reporting
- Respond to recommendations from external audit processes and coordinate any actions
- Meet compliance requirements for relevant legislation and frameworks, eg ISO9000, financial accounting standards, WH&S Codes of Practice

#### General

- Take reasonable care for personal health and safety in the workplace and that of others

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- Other duties as required, taking into consideration the experience and qualifications of the staff member and the level of the position, and including assisting with activities which are beneficial to the wider organization.

### CORE COMPETENCIES (QUALIFICATIONS, SKILLS AND EXPERIENCE)

#### *Essential*

- At least 5 years' experience in senior management
- Demonstrated ability to generate and implement strategic initiatives
- Extensive experience in managing multiple services
- Experience in:
  - staff counselling including performance management
  - leadership and staff management
  - working within a compliance framework environment
- Excellent communication skills, both written and verbal, including preparing reports at Board level
- Knowledge and experience in providing internal or professional services
- Knowledge of government contract management and acquittal processes
- Ability to decipher and organise large amounts of data
- An analytical mindset with excellent problem-solving skills
- Ability to communicate complex problems clearly in non-technical terms
- Track record in budget development and oversight
- Demonstrated:
  - Computer skills with proficiency in Microsoft Office applications
  - Ability to develop effective working relationships with external stakeholders
  - Use of active listening and questioning techniques
  - Ability to coach and mentor others to achieve goals

#### Desirable:

- Bachelor degree in a management related field or equivalent qualification
- Experience in the community services or not-for-profit sector

### LICENSING AND ADMINISTRATIVE REQUIREMENTS

***Please note that employment is subject to obtaining/holding all requirements listed below and that failure to comply may lead to termination of employment. These requirements must be maintained throughout the employment period.***

- Queensland Driver's Licence / C Class
- This is an NDIS Risk Assessed Role and therefore this position must obtain and hold a Possession of, or willingness to obtain an NDIS Worker Screening Clearance and Working with Children (Blue Card). There may be a requirement to also obtain a National Police Check (AFP).

#### Acknowledgement

# IMPACT Community Services Position Description



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I have received, reviewed and fully understand the position description for General Manager Corporate Services. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

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PRINTED NAME

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SIGNATURE

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DATE