



marymead

Executive Manager – Client Services

Marymead has been operating in the Canberra and surrounding NSW regions for over 50 years, delivering therapeutic and support services to meet the needs of children, young people and families in the community. Marymead's array of programs and services include child and family counselling, early intervention programs, Permanency Program (out-of-home-care), post-separation support, the Autism Centre, parent education groups, family and mental health support programs, Short Term Accommodation, a variety of disability support programs and contact and changeover services for separated parents in significant conflict.

About the position: This is a newly created position that has been developed in response to the considerable growth and development of Marymead's services, and the need to further drive diversity of funding streams and geographic expansion into the future. The newly developed role will report to the Director of Client Services and will be responsible for the overall leadership and management of three service delivery units within the division.

Key responsibilities include but are not limited to:

- Provision of operational support to three Unit Managers and the Community and Business Development Officer - South Coast in the areas of reporting and compliance, financial management, risk management, KPI development and measurement, escalated complaints and service development
- Lead a culture of cross unit purchasing and collaborative service development, including expansion of services (including telehealth) to the South Coast, Goulburn and Wagga Wagga
- Reporting and contract management
- Oversight of budget and compliance
- Ensure a focus on activities to support embedding compliance and accreditation within our practice
- Ensure all financial and performance reports are submitted as required and all accountabilities are met
- Manage complex consumer relationships
- Provision of support to Unit Managers in relation to HR including escalated HR issues & complaints
- Contribution to business development and tenders.

To be successful you ideally possess:

- Tertiary qualifications in Human Services, Social Work (or similar) or significant relevant experience
- Qualifications and/or extensive experience in Management and Leadership roles including demonstrated experience in staff supervision, coaching, mentoring and development
- Demonstrated experience and understanding of child-centred, family-focused, trauma informed service delivery and therapeutic models
- Excellent writing skills and demonstrated experience in performance reporting to funders
- Knowledge of the Community Sector including family support services, disability services and the NDIS
- Experience in developing and managing budgets
- Demonstrated experience in Business development and management.

Please apply via the Marymead employment page (<http://www.marymead.org.au/employment>) by submitting your current CV and one page cover letter outlining your suitability for the position by COB 4 September 2020. For further information about this position please contact Tracey Hall on 6162 5800.

Marymead is an equal opportunity employer committed to diversity and inclusion. Applications are strongly encouraged from Aboriginal and Torres Strait Islander people; people with a disability; people who identify as LGBTIQ; and those from culturally and linguistically diverse backgrounds.

MARYMEAD IS A NON-SMOKING ENVIRONMENT

MARYMEAD IS A CATHOLIC AGENCY OF THE ARCHDIOCESE OF CANBERRA AND GOULBURN. ABN 90 677 510 841

