Community Living & Respite Services	Position Description

Position Title: Director – Operations
Reports To: CEO
Date Created: March 2021
Date Reviewed: September 2025

Introduction

Community Living & Respite Services (CLRS) is a trusted, community-based not-for-profit registered provider, dedicated to supporting people, of all ages, across Echuca, Moama, and surrounding regions. With over 40 years of experience, CLRS empowers individuals and families through inclusive in-home support, community engagement, skill-building programs, innovative housing solutions, and social enterprises.

Our Vision

Our vision is community enriched by the inclusion of all, empowering individuals and families to live the life they choose.

Core Values

Respect	We recognise and value individuality
Wellbeing	We encourage healthy lifestyle choices
Flexibility	We provide innovative and responsive services to meet individual needs
Accountability	We are professional, ethical, and honest and take responsibility for our actions

CLRS expects that in addition to professional skills, practical experience and outcomes focus, staff will meet the requirements of the NDIS Code of Conduct, the Child Safety Code of Conduct and all policies and procedures applicable to the role and organisation.

Purpose of Position

The Director Operations provides strategic leadership and oversight of CLRS's operations including NDIS funded disability support services, Department of Families Fairness & Housing funded services, TAC funded services and any other support services delivered.

This role ensures that operational services delivered are of high quality, customer focussed and meet all relevant regulatory requirements.

The Director works closely with the Executive and Senior Leadership Team to drive operational excellence and continuous improvement across the organisation.

Key Areas of Responsibility

Leadership

- Champion a client centred, outcomes-focused service by fostering collaboration, actively valuing clients and families as partners.
- Enhance systems, policies and procedures to embed evidence-based practice across the organisation, ensuring service delivery is guided by current research, best practice standards, and continuous quality improvement.
- Foster a culture that has a strong focus on best practice, compliance and continuous quality improvement.

- Lead organisational change by building a culture of adaptability, engaging stakeholders throughout the process, and ensuring transitions are well-managed, strategically aligned, and improve service delivery.
- Promote innovation and continuous improvement by identifying and implementing new work practices, systems and services.
- Build strong relationships with external and internal stakeholders to support organisational objectives and regional partnerships.
- Represent CLRS in sector forums and collaborative initiatives to contribute to policy development and promote inclusive community services
- Provide leadership and oversight of your team to ensure diversity, equity and inclusion are embedded in organisational culture.
- Promote leadership capability and staff development across all levels of the organisation by supporting mentoring, succession planning, and professional growth, recognising that strong leadership is critical to achieving strategic objectives.

Management

- Collaborate with the Executive and Senior Leadership Team to ensure comprehensive goals are set for performance and growth.
- Develop and maintain business continuity plans, and oversee crisis and incident management to ensure timely, coordinated responses that safeguard client wellbeing, maintain uninterrupted service delivery, and uphold organisational integrity.
- Provide strategic financial oversight by developing and monitoring budgets, ensuring cost-effective service delivery, and aligning financial planning with organisational goals and regulatory requirements.
- Ensure compliance with relevant standards and requirements across the operational environment, ensuring systems meet and exceed reporting, accreditation, OH&S and quality and safety standards.
- Develop and implement best practice service delivery capability that enhances quality, effectiveness and efficiency.
- Utilise data analytics to inform strategic decisions and performance improvements.
- Strengthen leadership, performance, reporting, governance and strategic planning across CLRS.
- Streamline operational systems and services to align with Board, community, NDIS and Departmental expectations.
- Lead the operational planning processes and ensure alignment with the regulatory requirements and strategic direction.
- Implement robust systems to increase efficiency, accountability, transparency and informed decision-making.
- Contribute to the implementation of CLRS's strategic plan as part of the executive leadership team.
- Establish structures for a cohesive and effective executive team that promotes a positive workplace culture.
- Monitor and report on key organisational performance indicators including client outcomes, financial performance, and staff engagement.
- Provide high level operational advice and analysis to the CEO and Board through participation in Board meetings and Board sub committees.
- Undertake additional responsibilities as required to support organisational objectives.

Professional Standards and Culture

- Lead in the building of a culture of 'best practice' and the highest quality service delivery to all stakeholders of CLRS including clients, families, staff, volunteers and community members.

- Lead and promote a strong service culture, ensuring a service delivery approach that is responsive to clients and the operational and strategic needs of the organisation.
- Maximise CLRS' ability to achieve its strategic goals with a focus on enabling a professional, outcomes focused organisation.
- Ensure safeguarding practices uphold client rights, dignity, and safety across all service environments

Health and Safety in the Workplace

Staff employed by CLRS are required to participate in Occupational Health and Safety (OHS) by:

- Adhering to CLRS policies and procedures in relation to OHS.
- Taking reasonable care to ensure that your own health and safety along with that of others is abided to as per the *OHS Act 2004*.
- Participating in the development of a safe and healthy workplace and adhering to safe work practices.
- Reporting any injuries, hazards or illnesses where practical, immediately.
- Not placing others at risk by any act or omission and not wilfully or recklessly interfering with safety equipment.

Key Selection Criteria

Essential

- Extensive leadership experience in the social care sector, including Board reporting, budget development and managing disability support and Out of Home Care residential care services.
- Highly developed leadership, management and emotional intelligence skills with demonstrated ability to engage others to understand and embrace organisational culture, directions, goals and vision, both internally and externally.
- Demonstrated skill and experience in navigating complex service systems and associated regulatory requirements, particularly the National Disability Insurance Scheme.
- Demonstrated skills and experience in the delivery of improved work practices and opportunities for innovation and new business in the social care sector.
- Demonstrated skills and experience in delivery of quality systems and operational support at a senior management level, including research, investigation, analysis and preparation of high-quality complex reports.
- Demonstrated skills and experience in service delivery and strategy development in the social care sector.
- Commitment to the upholding of rights and interests of people with disability.
- Respect for human, cultural and religious rights and beliefs.

Desirable

- Relevant tertiary and/or post graduate qualification.
- Experience with the National Disability Insurance Scheme.
- Experience with Out of Home Care services.

Other requirements

- A current Australian driver's license, good driving record and the ability to travel intra or interstate from time to time

- NDIS Worker Orientation
- NDIS Worker Screening Check
- Working With Children Check
- Minimum of two satisfactory Referee Checks
- Adherence to the NDIS Code of Conduct and all CLRS policies and procedures
- CLRS uniform or similar business attire is to be worn for office duties.

Promotion of Organisation

The Director – Operations must promote CLRS in a positive manner and is encouraged to support functions that raise the awareness of the organisation in the community. Attendance is required at CLRS functions which involve the whole staff team and client specific events, such as the annual Client Christmas party. Networking and attendance at functions outside of normal working hours will be required from time to time.

Confidentiality

The Director – Operations is required to observe confidentiality at all times and under all circumstances, both during and after employment with CLRS, including maintaining confidentiality of all details of CLRS affairs including client and staff details.

Terms and Conditions

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. This position is classified as Level 8 of the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010, and may be paid up to 10% above award rates.

We offer all our employees the option to salary package which may increase take home pay.

CLRS is a registered Public Benevolent Institution (PBI) that provides salary benefits to employees. For more information visit https://www.salary.com.au/

The position is subject to 6-month probation period.

A Professional Development Review will be undertaken after three months of employment, and annually thereafter.

Employment Benefits

- Ability to Salary Package - CLRS is registered as a Public Benevolent Institution which enables staff to access salary packaging options
- Access to Employee Assistance Program (EAP) delivered through Access EAP

- Access to a Free Annual Flu Injection

ACKNOWLEDGMENT FOR RECEIPT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read and understand its contents.

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Employee Name

_____ _____

Employee Signature Date

_____ _____

CEO Signature Date