

Position Description

Position Title:	Finance and Operations Manager
Role Type:	Fixed term
Award and Level:	Social, Community, Home Care and Disability Services Award Level 6
Background	
<p>Palliative Care South Australia (PCSA) is a leading charity and independent peak body representing palliative care providers, consumers and their families and those with an interest in palliative care in South Australia. PCSA was established in 1984 and is a membership-based organisation, supporting the individuals, families, carer's, community members, as well as specialist and generalist health care professionals working with South Australians experiencing serious illness, dying, death and grief. Collectively, the PCSA membership body holds tremendous knowledge and wisdom about the challenges the sector faces and the opportunities those challenges can bring. PCSA is a founding member of Palliative Care Australia.</p>	
Position Summary	
<p>This position is responsible for the planning, execution and review of all corporate service requirements including finance, human resources, membership and events, marketing, sponsorship, compliance and administration at PCSA.</p>	
Main Tasks and Responsibilities	
Operational Management and Delivery	
<ul style="list-style-type: none"> • Take a lead role in the development, evaluation and delivery of operational management and performance • Develop, implement, maintain and evaluate an <i>Operations Strategy</i> • Raise funds for the organisation through fundraising, donations and education delivery to deliver greater financial security of the organisation • Identify opportunities for innovation, business development and growth and develop business proposals supported by sound business cases • Provide high level advice to the CEO on operational matters • Establish, implement and monitor key performance metrics • Monitor, measure and report on operational issues, opportunities and developments • Prudently manage the organisation's financial operations, cashflow and investments within budget and forecasted returns • Provide regular organisational reports to the CEO and Board and other entities to comply with service delivery requirements • Liaise externally with a variety of stakeholders and service providers as required • Oversee and manage the finance function: <ul style="list-style-type: none"> ○ Budget development, preparation and tracking ○ Accounts payable and accounts receivable and debtor management ○ Cash flow and expenditure ○ Incoming payments ○ Tax, compliance, insurance and audit ○ Payroll and superannuation ○ Asset management of the PCSA share portfolio in liaison with stockbroker(s) and cash deposits ○ Financial records, reports and reporting • Oversee and manage the human resources and volunteer functions: <ul style="list-style-type: none"> ○ Codevelop and implement a human resources and volunteer strategy and budget ○ <u>Role development and alignment to strategy</u> 	

- Workforce/volunteer planning, remuneration recruitment and exits
- Performance planning and management
- Be the primary point of contact for all staff/volunteer issues and provide sound HR advice
- Compliance with industrial requirements and record management
- Diversity, inclusion and work, health and safety
- Training and development
- Maintain effective operational management of the organisation:
 - Oversee the organisation's ICT requirements
 - Manage facility and office requirements
 - Contractor and supplier, service and fleet provider management and contract governance/reporting requirements
 - Membership management and growth
 - Oversee the planning and execution of business marketing, events and fundraising activities that delivers greater financial security and community awareness of PCSA
 - Ensure the delivery of an effective and customer focused administration and EA function
 - Work collaboratively across PCSA to deliver operational requirements

Staff Leadership

- Lead and coach staff and volunteers to enable them to be the best they can by providing supervision, mentoring and guidance
- Strategically grow the organisation's volunteer base and provide effective oversight of the function
- Manage the effective delegation of workflow/duties to staff
- Create a positive and productive culture, ensuring to lead by example at all times
- Contribute to workforce management and succession planning by recruiting, training, and supervising staff
- Supporting managers and leaders to develop their own leadership skills that fosters and embeds a positive culture, consistency and accountability throughout the organisation

Governance, Quality and Continuous Improvement

- Lead the development and implementation of business and risk management systems that are aligned to industry best practice and strategic goals, promoting them and providing education across the business
- Liaise with external service providers including legal and accounting to ensure best practice standards
- Establish appropriate governance structure in collaboration with the CEO and Board and provide governance and support services and advice ensuring all ASIC and compliance requirements are maintained
- Ensure effective knowledge management strategies are in place and cascaded across the organisation including appropriate documentation
- Champion a continuous improvement agenda, implementing and monitoring continuous improvement projects
- Ensure policies and procedures are up to date, relevant, accessible and achieve industry standards
- Prepare and complete internal audits against business management systems
- Lead the reporting and action tracking to the PCSA Executive Committee and other relevant governance groups in relation to business relevant areas of the role.

WHSE: Promote a Positive Work, Health and Safety Environment

- Develop and oversee the organisation's WHS framework including appropriate documentation and dissemination
- Establish operational WHS meetings and consultation
- Promote a workplace that is free from bullying and harassment

- Reinforce and influence safety behaviours in the workplace
- Comply with Equal Employment Opportunity and Discrimination legislation
- Take personal responsibility for complying with WHS policies and procedures
- Follow all reasonable work instructions, work procedures and practices to maintain the health and safety of yourself and others in the workplace
- Ensure safety and ergonomics of your work area
- Keep the workplace free from harassment and discrimination
- Ensure understanding and implementation of emergency evacuation procedures
- Investigate any hazards and incidents and address organisational risk
- Lead and manage hazard, safety and incident management with a solution focus and ensure appropriate consultation and communication is undertaken
- Oversee the rehabilitation and return to work for injured workers
- Manage the reporting, response and debrief of hazards and incidents

Notwithstanding the above, other duties as reasonably directed.

Key Attributes

Essential

- Experience in corporate services management with a strong background in financial management
- Proven success in increasing income opportunities for an organisation
- Experience with management of staff
- High level verbal and written communication skills
- Build rapport and maintain effective relationships within and external to the organisation
- Produce quality reporting (presenting verbally and written to a variety of stakeholders)
- Xero online financial management software
- Ability to maintain confidentiality of sensitive information
- Ability to maintain appropriate professional boundaries
- Professional and accountable at all times
- Sound time management, planning and organisational skills to meet the demand of a busy position
- Strong sense of initiative and an ethos of continuous improvement
- Problem solving and resourcefulness
- Strong understanding of the charity and non-for-profit sector
- A shared passion and determination to play a key role in delivering the mission and vision of the organisation

Desirable

- Oversight of marketing/fundraising
- Experience working in a charity or health related organisation/not for profit industry

Our Inclusivity Statement

Palliative Care South Australia values diversity and is committed to creating an inclusive work environment. Recruitment and selection decisions are based on merit and not affected by irrelevant personal characteristics. We encourage people who identify with any of the following groups to actively seek employment with Palliative Care South Australia: Lesbian, Gay, Bisexual, Transgender, Intersex and Queer (LGBTIQ); Aboriginal and Torres Strait Islander (First Nations); people from Culturally and Linguistically Diverse (CALD) backgrounds and people with disability.

Position Description

TERMS AND CONDITIONS OF EMPLOYMENT

Requirements:

For acceptance of this position the employee must hold a current:

- National Police Check
- Current driver's license
- Right to work in Australia.

Conditions

- 6 month probation period for new employees
- Some intra and interstate travel is required including overnight
- Comply with organisational policies and standards of conduct
- Out of hours work may be required

EMPLOYEE ACKNOWLEDGEMENT

Employee Full Name		Signature		Date	
Date Position Description (PD) Approved by CEO					26/5/2023