

General Manager Client Services

THE ORGANISATION

Our client is a significant organisation in the community enterprise sector that provides a range of community support services throughout Victoria, NSW, South Australia and Queensland. Employing in excess of 200 staff, the organisation delivers services through State and Commonwealth-funded programs including case management, assessment, service brokerage, respite services, advocacy and support. Clients of the organisation include frail and aged individuals, adults with multiple and complex health issues and families with support needs.

THE ROLE

An opportunity currently exists to appoint a General Manager Client Services with responsibility for the implementation, delivery and operational management of various community health programs designed by the Department of Human Services (DHS). With responsibility for a budget portfolio of \$10m, four direct reports and three offices in Melbourne, the General Manager Client Services will effectively supervise program managers and their teams to achieve key business objectives.

Key responsibilities include:

- Develop and implement the strategic and business plans for the Client Services business unit;
- Build strategic alliances and networks with key stakeholders to deliver strategic growth objectives, and identify and secure funding sources and opportunities for community collaboration;
- Ensure effective delivery of programs and accurate reporting of program performance in line with best practice and quality/ethical standards;
- Implement appropriate recruitment, training, orientation, performance management and appraisal processes for staff;
- Engage in appropriate risk mitigation and management activities in line with the organisation's procedures, legislative and regulatory requirements.

KEY WORKING RELATIONSHIPS

The successful candidate will build and maintain strong relationships with:

- Chief Executive Officer;
- Chief Financial Officer;

- General Management and Corporate Support;
- Program Management staff.

THE IDEAL CANDIDATE

The successful candidate will have:

- Demonstrable senior management and leadership experience within a community care environment including program management and delivery in community health;
- Strong leadership skills in a General Management role or equivalent e.g., strategic and business planning, budget and financial management;
- Very strong communication, negotiation and interpersonal skills;
- Mature management style;
- Ability to build solid relationships with direct reports, team members and key management stakeholders including the CEO and Board.

LOCATION

This role is based in Melbourne.

APPLICATIONS

Please forward a current CV and covering letter to office@oppeus.com quoting **“General Manager Client Services”**. For a confidential discussion, please call our office on (03) 9661 8000.