

Position Information

Position Title	Operations Manager, Services
Program	Services
Reports to	Executive Manager – Services
Direct reports	Nil
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Award classification	Level 6

Organisation Information

TeamHEALTH has been providing services to people with mental illness in the Northern Territory for over 30 years. TeamHEALTH was established by a group of relatives and service providers of people with a mental illness who wished to provide stable, safe, accommodation for their family members.

Over time TeamHEALTH has developed and now provides a range of supports focusing on prevention, early intervention and recovery including residential services for people with severe and persistent mental illness, a community housing service, individual recovery and group-based support, together with early intervention support, home based aged care support, mental health promotion and education.

TeamHEALTH's vision is that all people should lead a full and valued life. This is articulated through our purpose and operational philosophy of creating community capacity for good mental health, to enable people to live a full and valued life through the provision of support, advocacy and education. Success in achieving our purpose requires consolidation of existing work, the use of evidence-based approaches and an adaptable skilled organisation.

With accreditation to the National Standards for Mental Health Services, NDIS Quality and Safeguarding Framework, National Regulatory System for Community Housing and the Aged Care Quality Standards, TeamHEALTH continues to focus on ensuring quality service provision and the pursuit of goals with participants.

Position Summary

The Operations Manager, Services reports to the Executive Manager, Services and has broad oversight of a portfolio of government and fee for service programs including community housing, homelessness services, disability and aged care supports.

In 2025–26, TeamHEALTH will implement five new housing projects to support people exiting homelessness while concurrently reviewing the disability and aged care programs to strengthen quality, efficiency, and long-term sustainability. The Operations Manager, Services will play a key role in ensuring these programs are delivered on schedule, within budget, and in alignment with organisational and participant outcomes.

The Operations Manager, Services will take broad direction from the Executive Manager, Services to ensure that the portfolio is operating on schedule and budget. The Operations Manager will apply high level problem solving, risk management, resource management and decision-making to ensure that the programs are delivered in line with the CEO and funding bodies' expectations.

The Executive Manager, Services will refer specific deliverables, challenges, and obstacles to the Program Manager to fast-track for advice and resolution. The Operations Manager, Services will be responsible for expediting delivery while engaging appropriately with risk.

This will include overseeing program reviews that seek to improve the efficiency, quality and sustainability of priority programs including those delivered under the National Disability Insurance Scheme and Home Care. The Operations Manager will manage relationships with internal and external subject matter experts, including contractors and consultants, when undertaking reviews and will support the Executive Manager to implement review recommendations.

At times the Operations Manager, Services may be required to provide support or assistance to other areas within TeamHEALTH which may involve travel, including occasional overnight stays.

Key Result Areas

1. Operations management

- 1.1 Working closely with the Executive Manager, Services oversee the successful operation of a portfolio of TeamHEALTH programs, ensuring that they realise organisational goals within budget and timeframes.
- 1.2 Work across the portfolio and with internal and external stakeholders to solve problems that relate to a variety of situations, and expedite solutions (these may relate to program logic/design, program materials, supporting systems and processes, reporting arrangements, physical infrastructure, staffing, risk and financial management).
- 1.3 Drive the end-to-end review of existing programs, working closely with subject matter experts and external consultants to identify improvements and efficiencies, and to enact recommendations that build quality and sustainability.
- 1.4 Collaborate with and support Program Managers in practical ways to achieve program objectives and to align programs with the strategic objectives of TeamHEALTH – this may include trouble-shooting, taking on specific deliverables, or building internal capability.

2. Relationship Management

- 2.1 Foster and maintain effective and professional working relationships with key external stakeholders, complementary service providers, Government and non-government agencies to implement programs.
- 2.2 Collaborate with staff internally to ensure consistency in program establishment and delivery, including through the appropriate updating/reuse of materials and intellectual property to reduce work load and effort.
- 2.3 Work with key internal and external stakeholders to maximise the potential of culturally competent, inclusive and respectful services to meet diverse needs of participants including Aboriginal and Torres Strait Islanders and Culturally and Linguistically Diverse (CALD) backgrounds.

3. Reporting and Administration

- 3.1 Oversee improvements to systems, processes, systems, data collection and reporting across the portfolio.
- 3.2 In consultation with the Executive Manager – Services, develop the relevant program budgets, assets and expenditure, ensuring appropriate Policy, Procedures and Reports are completed within established timeframes and delegation levels.
- 3.3 Assist the Executive Manager- Services in proposals to expand/enhance the existing programs and supports offered.
- 3.4 Ensure that all internal and external reporting is accurate and completed within timeframes required by TeamHEALTH and/or funders and accreditation bodies.
- 3.5 Actively participate in regular support and supervision with the Executive Manager, including continued professional development and performance reviews.

Key Selection Criteria

TeamHEALTH recognises the value of experience in all facets of life and work and encourages First Nations applicants and those with lived experience of mental illness.

All TeamHEALTH Staff

1. A National Police Certificate that was issued less than two years ago or proof of an application for a National Police Certificate.
2. A current Driver's License.
3. NDIS Worker Screening Clearance.
4. NDIS Worker Orientation Module Certificate.

Essential for Position

1. Demonstrated experience in the design, development and implementation of government and fee for service funded programs in the social services/health/mental health sector
2. Demonstrated ability to identify opportunities and deliver improvements to program efficiency, quality, productivity and sustainability
3. Demonstrated understanding of NDIS funding requirements, NDIS legislation, Aged Care Strengthened Quality Standards and aged care Act.
4. Demonstrated ability to build relationships and communicate effectively with key stakeholders including community members, community services and government departments
5. A strong understanding of the legislative and regulatory environment within which government-funded programs are delivered
6. Advanced problem-solving skills, with a strong understanding of risk and financial management
7. Highly organised and able to manage competing priorities within a dynamic yet resource-constrained environment.

Desirable for Position

8. Experience and knowledge of one or more of the following state and commonwealth government funded programs: National Disability Insurance Scheme, Aged Care, Community Housing and / or Homelessness programs
9. Tertiary qualifications in business management, operations and/or portfolio, program and project management

Position Description Approval

Approved by	Gilliann Frew, Executive Manager – Services
Date approved	24 October 2025
Signature	