

SCHEDULE B Position Description

Created 3 August 2022

Position Details	
Position title	Chief Operating Officer
Department	Operations
Location	Support Office
Employment status	Full Time
Position reports to	Chief Executive Officer
Location	Silverwater, NSW (with flexibility to work from home)
Position supervises	Home Performance Manager, Rostering and NDIS Manager, Training and Best Practice Manager, Property and Maintenance Manager, Senior Practitioner Behaviour Support.
Purpose of position	<p>Having just finished (and currently implementing) a three year strategic plan and as a result of a recent restructure, this new position has been created to provide leadership and have oversight of the entire operations team at Forsight, ensuring that the short, medium, and long term goals of the strategic plan related to operations are met.</p> <p>The COO will be supporting the pure operations of the organisations, providing housing and allied health services to customers across 20 homes.</p> <p>Forsight has recently commenced a pilot program with the NSW Department of Communities and Justice, transitioning OOHHC youth into NDIS programs. This role will continue to explore opportunities to broaden Forsight's capability into other regions and find relevant opportunities to extend the Allied Health capability.</p>

Position Objectives and Responsibilities	
Organisational purpose	Forsight provides sensory pathways for people to enhance their independence, inclusion, independence, and wellbeing.
Organisational values	<ul style="list-style-type: none"> • Empower you to make the best decisions at the right time. • Achieve goals with you, not for you. • Enable inclusion without exception. • Ensure equity by travelling alongside you.
Key Responsibilities	<p>Executive Leadership</p> <ul style="list-style-type: none"> • Provide support, mentorship, motivation, and leadership to the Operations Team. • Ensure all operations team members are effectively undertaking their duties and meeting their KPI's to achieve quality outcomes. • Actively lead, attend, and participate in Meetings or Projects ensuring departments are updated on progress, actions and feedback as required. Including SLT, OLT, Ops meetings and allocated projects. • Collaborate with other Executive stakeholders on business expansion .

	<p>Operational Expertise</p> <ul style="list-style-type: none"> • Oversee the day to day operations. • Assess and enhance the efficiency of internal operations processes. • Evaluate operational performance and recommend strategies to improve results. • Oversight of the Forsight property plan, and its implementation and action by the Property Manager. • Ensure systems are working efficiently and review and implement updates and changes as required including SharePoint, Humanforce, Rostering, CRMs. • Deliver operations projects as directed by CEO . <p>Financial and Commercial Capabilities</p> <ul style="list-style-type: none"> • Monitor key metrics to ensure budget deliverables are met. • Develop systems and reporting that inform financial performance and decision making. • Prepare and maintain appropriate statistical data, reports and analysis activities as required. • Deliver on growth targets. • Budget responsibility of all homes. • Team and client/family satisfaction (NPS) responsibility of all homes. • Oversight of audit improvements or rectification actions across all homes. <p>Compliance and Risk</p> <ul style="list-style-type: none"> • Identify areas of risk or opportunity that may impact the ongoing strategic direction of the organisation. • Ensure the embedment and improvement of the Quality-of-Life framework within the homes including Oversight of Quality & Safeguards and compliance requirements including restrictive practices. • Oversight of operations internal & external grievances and complaints. • Oversight of NDIS funded supports in the homes including SIL/ROC and rostering alignment in the homes. • Develop a strong knowledge of the NDIS framework by working collaboratively with all departments as needed. • Mandatory reporting responsibility with oversight of all incidents (including reportable) across the homes. • Ensure compliance with NDIS safeguarding Commission and NDIS code of conduct. <p>Client Engagement</p> <ul style="list-style-type: none"> • Ensure sustainable, client focused, quality services are delivered to meet the changing needs of our clients.
Knowledge and Skills	<p>Qualifications and Experience</p> <ul style="list-style-type: none"> • Substantial experience in the operational leadership of a human services organisational structure (with relevant tertiary qualifications, highly desirable) • Experience with the NDIS is ideal

	<ul style="list-style-type: none">• Strong track record leading and managing change within an organisation, applying a combination of strategy execution and people leadership skills to make a difference.• Extensive people and project management experience – including creating high performing teams in changing landscapes.• Broad experience within the areas of business responsibility, including finance, commercial operations; people and culture, communication, risk, insurance and strategy implementation (including knowledge of relevant legislative and regulatory environments)• Broad experience across government, corporate and not for profit sectors is desirable• Strong experience in the logistics of human service delivery including: systems, processes, training, rostering and meal planning.
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