

POSITION DESCRIPTION

This position description is a guide to the general range of duties assigned to the position holder. It is not intended to be definitive or restrictive and is subject to periodic review.

Position Title	Operations Manager
Employment Type	Permanent, Full-time
Business Unit	Corporate - Operations
Work Location	Dowsing Point Corporate Office, Launceston, North West
Reporting to	Divisional Manager
Grade/Classification	Level 6, HACSU – NEXUS INC. ENTERPRISE AGREEMENT 2016
Position Description Created	7 August 2025

Position Objective

This position manages the operation and functions of a Nexus service delivery unit. The Operations Manager supports the Divisional Manager in the delivery of strategic objectives for the unit and provides direction and guidance to the Assistant Managers for the same. These operational functions are delivered within the context of the National Disability Insurance Scheme's (NDIS) Quality and Safety Framework, and in alignment with Nexus' policies and procedures.

About Nexus

We are a NDIS registered, statewide Tasmanian not for profit organisation. We employ over 650 staff who provide support and development opportunities to people requiring physical, social, and psychological supports. We provide support in clients' own homes, in the community, and in supported living accommodation.

Nexus is also a registered charity, and employees are able to utilise a generous salary sacrifice program.

OUR VISION A community where everyone is safe, valued and respected.

OUR MISSION Supporting you to live the life you choose.

OUR VALUES

DEDICATION	SOLUTIONS – FOCUS	EFFECTIVENESS	TEAMWORK
<ul style="list-style-type: none"> We earn the respect of our clients by being respectful and dedicated in our work We take our role in supporting people seriously We provide reliable and dependable service 	<ul style="list-style-type: none"> We work collaboratively with clients supporting them to achieve their goals We are compassionate, innovative, honest and determined We are adaptable when working to meet clients' needs 	<ul style="list-style-type: none"> Our service makes a positive difference to the lives of clients and our community Our practice is of the highest quality Our practice is evidence based 	<ul style="list-style-type: none"> We have honest and genuine relationships with clients and the people important to them We have honest and genuine relationships with our co-workers and other stakeholders We recognise diversity and appreciate that we all have something to offer the team We work to grow and strengthen the capabilities of our team

Required Skills and Personal Attributes (Selection Criteria)

- Demonstratable experience in leading rights-based and trauma informed service models, including those with psycho-social disabilities, physical health and other complex support needs.
- Ability to understand complex funding arrangements and ensure quality service is maintained while key financial benchmarks are achieved.
- Demonstrable ability to manage and exercise a degree of autonomy; control of projects and/or programs; and establish priorities and monitor workflow in areas of responsibility.
- Experience in mentoring and coaching front line leaders and support staff by identifying goals, monitoring regular tasks and emotional support through supervision, and supporting a team-based approach to client support.
- Demonstratable experience in managing emergency situations as well as working in an environment where there is a level of stress and uncertainty.
- Demonstrate your experience and ability to identify solutions to problems in documented techniques, precedents and guidelines or instructions and call on assistance when required.
- Discuss your experience and ability to develop, organise and monitor programs to assess clients' skills and abilities for client development.

Qualifications / Experience

- A relevant degree with experience or an associate diploma with substantial experience.
- Lower level qualifications with specialised skills sufficient to perform at this level.

Key Responsibilities

The role of the Operation Manager has typical duties that are expected of the position comprising of:

- Undertake responsibility for complex projects, including planning, co-ordination, implementation, and administration.
- Assist with the preparation of or prepare organisation or program budgets in liaison with senior management.
- Manage the overall onboarding and financial set up and renewal of client engagements to ensure Nexus can provide a safe level of service to meet client needs.
- Provide expert advice to employees classified at lower levels and/or volunteers.
- Undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas.
- Set priorities and monitor workflows in your area of responsibility which may include establishing work programs in specific programs.
- Be a leading contributor to the continuous development of culture and positive work practices in a growing disability service.
- Oversee the development, plan and supervise the implementation of educational and/or developmental programs for clients.
- Ensure the policies and procedures of Nexus are implemented by front line operational leaders and staff.
- In consultation with appropriate professionals, implement, modify and review programs (such as behaviour modification strategies) for clients.
- Support front line managers to ensure they maintain safe environments for clients and staff.

- Liaison with relevant authorities and agencies.
- Be accountable for correct expenditure and maintenance of records for your area of responsibility.
- Maintain client / program records and files.

Special Requirements

As you will be working with people with disability, you will also need to meet the following requirements:

- Working with Vulnerable People Card with NDIS endorsement.
- National Police Check (within 6 months).
- Current unrestricted Tasmanian drivers' licence
- Up-to-date Covid-19 Vaccination Statement (in-line with government requirements).

Authority

This position description has been written with the approval and authority of the Chief Operations Officer and outlines the expectations and primary functions of the above-named position.

Agility Statement

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the position and may be subject to change and further review. Management may, at its discretion, assign or reassign duties and responsibilities to this position as any time as necessitated by operational needs.

The Employee

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time to meet organisational requirements.

Employee name:

Signature:

Date: