

Position Description

POSITION TITLE:	Manager, Day Options Wallaroo
DEPARTMENT:	Community Access & Lifestyle
RESPONSIBLE TO:	General Manager, Community Access & Lifestyle
DIRECT REPORTS:	Client Services Coordinator
EMPLOYMENT TYPE:	Full-time
LOCATION:	Wallaroo
<input checked="" type="checkbox"/> National Police Check	<input type="checkbox"/> WWC
<input checked="" type="checkbox"/> DCSI – Disability	<input type="checkbox"/> Medical

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Reporting to the General Manager, Community Access & Lifestyle, the Manager, Day Options Wallaroo is responsible for effectively coordinating, overseeing and expanding the Wallaroo centre-based Day Options service.

The role will lead and supervise staff to ensure the delivery of a quality and innovative Day Options services all to current and future clients, ensuring that client NDIS Service Agreements are met.

KEY RESPONSIBILITIES

- Champion the delivery of the NDIS Practice Standards, NDIS Code of Conduct, as well as the NDIS Quality and Safeguarding Framework.
- Support employees to achieve their NDIS goals and objectives.
- Coach, advise, develop and support the Wallaroo Day Options staff to achieve the requirements of their role and support their growth and development.
- Oversee staff recruitment, including interviewing, inducting and training new staff, with support from Human Resources (HR).
- In consultation with HR, address personnel related issues such as grievances, disciplinary matters, allowances and payroll queries when they arise.
- In consultation with HR, develop and maintain staff succession plans and ensure staff training and development needs are in line with client support needs, corporate, compliance and accreditation requirement.
- Plan and facilitate regular and effective team meetings and staff professional development opportunities.

- In collaboration with Client Services Coordinator, develop and monitor staff rosters according to agreed services as outlined in NDIS plans, service budget and leave coverage.
- Authorise staff pays; oversee and approve staff leave entitlements.
- Communicate accordingly and regularly to ensure the Wallaroo Day Options team is aware of all current corporate plans, measures and objectives; attend and actively participate in relevant corporate meetings.
- Ensure client, staff and service successes and achievements are recognised and appropriately celebrated.
- Ensure the highest level of customer service is provided in a proactive, effective and efficient manner, with a client centric approach.
- Liaise, negotiate and communicate effectively with clients, their families/carers Government agencies, other service providers and other internal and external stakeholders to ensure successful member outcomes.
- Oversee the development, coordination, review and monitoring of client IPPs/NDIS goals in consultation with staff, clients and key stakeholders.
- Ensure client placements meet agreed standards and numbers – responsible for onboarding new clients in line with corporate and NDIS processes.
- Ensure that NDIS plans are reflective of Service Agreements and that subsequent plans are actioned with updated Service Agreements to ensure smooth transitions between plans.
- Follow up on unpaid services provided with clients, families or the NDIS.
- Effectively and appropriately manage and documentation service enquiries, complaints and feedback, escalating significant issues to the General Manager, Community Access & Lifestyle.
- Investigate and follow up on opportunities to expand current services offerings to existing and new clients.
- In consultation with Day Options staff, plan, coordinate and oversee client activities providing diverse opportunities, aligned to client goals, for meaningful participation and development in a warm, friendly and fun environment.
- In conjunction with the DO/CAL Business Support Officer ensure that purchase orders and invoices are raised, documented and processed in a timely manner in line with corporate requirements, including ensuring timely payment of same; ensure that management of petty cash meets corporate requirements.
- Oversee the service activities in relation to CIMS and other NDIS processes, ensuring that progress notes (and related billing/reporting entries) are completed according to corporate requirements within the required timeframes.
- Maintain regular communication with the General Manager, Community Access & Lifestyle regarding all aspects of the service.
- Effectively communicate key updates, information and changes to management, staff, clients and key stakeholders.
- In conjunction with the General Manager, Community Access & Lifestyle develop performance targets that align with the strategic direction of the business and the department actively promoting Bedford Values.
- In conjunction with the General Manager, Community Access & Lifestyle, ensure service budget goals are achieved via efficient purchasing, petty cash, resource, equipment and roster management.
- Complete all internal and external reporting and documentation requirements in line with the NDIS Quality and Safeguarding, NDIS operations, government agencies and corporate requirements, on team outcomes, legislative requirements and other metrics are met.
- Comply with all Bedford policies and procedures including the Code of Conduct and provide feedback where required.

- Acquire and maintain WHS knowledge relevant to your role and understand all operational and associated hazards and risks; lead by example to ensure a safe working environment is maintained at all times.
- Complete Workplace Health and Safety and NDIS incident paperwork (where relevant), facilitate appointments, provide opportunities for injured staff to return to work and liaise with relevant WHS staff within a timely manner; including upkeep of program vehicles.
- Participate in the audit process when required by providing support and advice.
- Assist in the development and delivery of safety initiatives and strategies to raise awareness of WHS and promote a positive environment based on safer and healthier ways of working.
- Travel between office locations/regions as and when required.
- Undertake other duties as per the direction of the General Manager, Community Access & Lifestyle.

KEY CHALLENGES

- Leading staff, clients and families through a period of significant change within the NDIS system.
- Increased reporting obligations as outlined by the NDIS Commission Quality & Safeguarding Framework.
- Commit to the continuous improvement of business processes and activities.
- Mentoring and coaching staff, assisting them with the management of complex client issues and act as a role model.
- Meeting client support needs and goals within allocated funding.
- Maintaining quality standards of care within a diverse workforce.

SKILLS/ATTRIBUTES

Personal Attributes

- Strong leadership skills with a demonstrated ability to effectively manage people and resources.
- Creative and innovative thinking coupled with strong initiative with the ability to work independently.
- A professional work ethic with well-developed interpersonal and intra personal skills with the ability to adapt communication style to specific needs of individuals or groups.
- Effective and efficient decision making, problem solving and conflict management skills.
- The ability to develop positive relationships with a broad range of internal and external stakeholders.
- The ability to exercise effective judgment, sensitivity, creativity to changing needs and situations.
- An ethical, outcomes and results driven individual, with a positive, “can do” attitude.

Essential Skills and Qualities

- Minimum of Certificate IV in Community Services (Disability) or related study.
- Minimum 5 years’ experience in the Disability or Community Service sector in a leadership role with the ability to motivate, mentor, coach and performance manage staff.
- Excellent communication and interpersonal skills; high level of emotional intelligence.
- Proven ability to build strong relationships while working in a dynamic environment with changing priorities.
- Strong problem-solving skills with the ability to cope with a high workload.

- Ability to work autonomously in a methodical way, with good follow-up skills.
- An understanding of financial management and budgeting issues.
- Knowledge and sound understanding of the following:
 - Disability Service Standards
 - NDIS Quality and Safeguarding Framework, Terms of Business, Practice Standards, Code of Conduct
 - Risk Management, Duty of Care & WHS requirements
 - Privacy & Confidentiality requirements
 - Quality Management Systems
- Intermediate level of competency in using the Microsoft Suite (i.e. MS Outlook, MS Word, MS Excel, etc).
- Excellent administration and organisational skills.
- A current First Aid Certificate.
- A current driver's licence.
- Must possess a current National Police Clearance Certificate.
- DCSI Child and Disability Screening Clearance.

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014*, The NDIS Quality and Safeguarding Framework and the National Standards for Disability Services (the Disability Services Standards).

OTHER RELEVANT INFORMATION

Further Information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of **Manager – Day Options Wallaroo**.

[NAME]

Signed _____

Date _____