

HR: Manager, Service Delivery Adults

Position Description

Date: Reviewed 19 May 2016



Position Title	Manager, Service Delivery Adults
Responsible To	General Manager, Service Delivery
Classification	3 Year Term
Date Last Updated	19 May 2016

OVERVIEW OF LIGHTHOUSE DISABILITY

Lighthouse Disability is an accommodation and support service for people with diverse and complex disabilities.

As a high quality service delivery organization based on a clear set of values and a person centred approach, we are committed to developing and maintaining an organisational culture that promotes choice and control, the wellbeing and safety of the people we support, and our staff.

We value our staff and expect their active and innovative contributions to positive outcomes for the people we support, and to our workplace environment.

Therefore, we take pride in recruiting people with values that are consistent with a Person Centred approach, who enjoy working as a member of a team, and who are keen to learn. Lighthouse Disability is exploring new ways of working that are consistent with the expectations of the National Disability Insurance Scheme.

SUMMARY OF ROLE OF MANAGER, SERVICE DELIVERY ADULTS

Within the context of the National Disability Standards, the Manager, Service Delivery Adults is responsible for leading and supervising a number of houses and will assist Service Managers to;

- Lead, develop and manage their teams
- Supervise and mentor staff
- Plan, allocate and monitor resources to optimize service delivery, and
- Access appropriate advice and support to achieve optimum outcomes for people we support in line with key elements of the Strategic Plan.

ORGANISATIONAL RELATIONSHIPS

The Manager, Service Delivery Adults has line management responsibility for Service Managers and reports to the General Manager, Service Delivery. The Manager, Service Delivery Adults will build positive rapport with the people we support, model excellent team work with peers and Senior Practitioners and as well as other support and service delivery staff. The Manager, Service Delivery Adults will also be expected to develop and maintain positive relationships with external key stakeholders.

KEY RESULT AREA 1

Ensures quality services and systems for the people we support.

Key Performance Indicators

- Current knowledge of strengths and needs of people we support in the services.
- Provides a focus on and implements person centred practice.
- Works closely with all staff to build confidence to manage the needs of people we support.
- Care Concerns are managed with optimum outcomes for people we support and staff.
- Evidence of continuous improvement in relation to management of staff and people we support.
- Holds Service Managers accountable for following Lighthouse Disability policies and procedures.

KEY RESULT AREA 2



Supervise and mentor Service Managers

Key Performance Indicator

- Spends regular time with each Service Manager (this may be in a group setting and/or individual)
- Clear feedback to Service Managers about strengths/areas for development
- Developmental goals have been negotiated with each Service Manager with some clear assessment criteria which are reviewed at least annually
- Service Managers are held accountable for their Key Result Areas
- Service Managers report that their Manager, Service Delivery Adults has promoted their learning and can articulate what this is
- 90% of Performance reviews of staff in the cluster are undertaken within a 12 month period.

KEY RESULT AREA 3

Build the leadership competence and confidence of Service Managers in relation to their Key Result Areas.

Key performance Indicators

- Model the leadership required of Service Managers in relation to staff and the people we support
- Help Service Managers identify and respond to staff and other issues in a proactive manner
- Model solution focused problem solving processes with Service Managers
- Assist Service Managers to address staff issues using a developmental approach and in a manner consistent with good staff management practice, the Modern Award and the United Voice – Leveda Inc 2011-2013 Enterprise Agreement.

KEY RESULT AREA 4

Build teamwork within and between services as well as with other internal and external stakeholders.

Key Performance Indicators

- Improved capacity of Service Managers to undertake team work within services
- Action taken to build team work between services
- Feedback from people external to cluster that team work has improved
- Demonstrate skills as a team participant with peers and Senior Practitioners
- Identify where staff morale is poor and implement strategies to improve this.

KEY RESULT AREA 5

Oversee compliance of service budgets within Clusters.

Key Performance Indicators

- Services operate within budgets and rostering protocols
- Development of budgets that align to allocated funds
- Develop, understand and negotiate funding agreements as required
- There is compliance with all funding agreements.

KEY RESULT AREA 6

Provides advice and supports on call.

Key Performance Indicators

- Participates as required on an on call roster
- Works with staff to identify the issues and solutions
- Models problem solving processes
- Staff who contact on call report positive support and learning experience.

KEY RESULT AREA 7

Promotes the safety and wellbeing of staff and people we support.



Key Performance Indicators

- There is a focus on worker safety and wellbeing
- Works with others to minimize risks to staff and people we support
- Evidence of proactive and early intervention
- Where staff are injured, Return to Work programs are supported effectively
- Incident reports are made to reflect the level of risk
- The no. of workers compensation claims has reduced by 5% for the houses in area of responsibility.

KEY RESULT AREA 8

Promotes/markets Lighthouse Disability through excellent customer service to all stakeholders.

Key Performance Indicators

- Undertakes learning to ensure capacity to provide accurate information – especially in relation to funding contracts and service delivery requirements
- Models active listening and provides timely, accurate, respectful information
- Customer surveys are positive about staff support
- New enquiries result in purchase of services.

KEY RESULT AREA 9

Contribute to and implement change processes including the introduction of NDIS.

Key performance indicators

- Takes an active lead in working parties/committees
- Promotes changes to improve quality and market edge
- Supports Service Managers to implement required changes
- Monitors the implementation of change and flags what is working well and what is not.

JOB COMPETENCIES – SKILLS, EXPERIENCE AND KNOWLEDGE

ESSENTIAL CRITERIA

- A qualification in Human Services and/or Leadership
- Experience of working with vulnerable people and knowledge of the implications of varying levels of disability.

OTHER POSITION CRITERIA

- Demonstrated experience of staff leadership and management including the ability to supervise and mentor staff using an adult learning approach
- Demonstrated ability to build and lead teams and to participate effectively as a team member
- Knowledge of, and ability to implement a person centred approach across all aspects of Lighthouse Disability's 24/7 operations
- Knowledge of the complexities of managing a respite service
- High order communication skills (verbally and in writing) with the ability to provide feedback about performance
- Ability to manage time in the context of competing priorities.

PERSONAL ATTRIBUTES

- Has a value base consistent with that of Lighthouse Disability
- Recognised as someone who is personable in communicating with others and able to establish rapport with all key stakeholders
- Confident and resilient in challenging situations



- Ability to approach work with enthusiasm, a flexible approach and demonstrate commitment.
- Ability to model and promote a professional approach.

CONDITIONS OF EMPLOYMENT

- Will require a DCSI clearance
- Will be required to participate in an on-call roster (i.e. some out of hours work)
- Will need current driver's licence and required to use own vehicle on occasions (mileage paid)
- Undertake a pre-employment medical assessment
- Intra and interstate travel may be required.

WORK HEALTH AND SAFETY

Maintains a healthy and safe workplace by:

- Taking reasonable care to protect own safety and that of others whilst at work
- Adhering to WHS legislation, policies and procedures
- Obeying any reasonable instruction from Lighthouse Disability management in regard to health and safety
- Using and maintaining equipment provided for health or safety purposes
- Not being affected by consumption of alcohol or other drugs
- Reporting any identified unsafe conditions, risks, hazards as soon as possible (within 24 hours of an incident)
- Adhering to Lighthouse Disability's manual handling plans
- Actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programmes.

ORGANISATIONAL REQUIREMENTS

- Work in a manner that is consistent with Lighthouse Disability's values
- An ability to record and maintain accurate non-judgemental information.

Print name	Sign name
Your signature acknowledges that you have read and understood this document.	Date _____