

HR: Manager, Service Delivery

POSITION DESCRIPTION

Date reviewed: 4 June 2021



Position Title	Manager, Service Delivery
Responsible to	General Manager, Client Well-being
Classification	SCHADS SACS Level 5

Overview of Lighthouse Disability

Lighthouse Disability is a support service for people with diverse and complex disabilities. Our work is shaped by the Lighthouse Disability Framework for Positive Living which is based on the Objects of the Lighthouse Disability Constitution, which in turn are derived from the Objects of the National Disability Insurance Scheme Act (2013).

In particular, we are committed to developing and continuing to build an organisational culture that promotes customer choice and control, and the wellbeing and safety of our customers and our staff. How we work is important, and this contributes to the development of our authority in the disability sector in which we work.

We take pride in recruiting people who have values that are consistent with the principles outlined in the Framework, who are keen to learn, and able and willing to work as a member of a team. Staff are valued and we expect active and innovative contributions to positive customer outcomes and to our workplace.

As a not for profit company, Lighthouse Disability operates as a customer orientated business in the competitive NDIS environment.

SUMMARY OF THE ROLE

Within the context of the NDIS philosophy and standards, the Manager, Service Delivery is responsible for working with clients, families and staff to realise optimum outcomes for fee for service clients and will:

- Lead, develop and promote services for each client to enable the achievement of NDIS goals as outlined in the funding plan
- Help staff change service delivery practices to be consistent with NDIS philosophy and standards
- Lead develop and manage teams of Community Support Workers (CSWs) in each house
- Coach/mentor staff, supervise them and undertake regular performance reviews
- Plan, allocate and monitor resources to optimize service delivery

ORGANISATIONAL RELATIONSHIPS

The Manager, Service Delivery has line management responsibility for clients and Community Support Workers in allocated houses, and will report to the General Manager, Client Well-being. The Manager, Service Delivery is required to have a presence in houses to engage effectively with clients, families and staff, and to support and coach staff. The Manager, Service Delivery will also be expected to model excellent team work with peers and other support and service delivery staff and develop and maintain positive relationships with external key stakeholders.

Key Result Areas

KEY RESULT AREA 1

Ensures quality services and systems for clients.

Key Performance Indicators

- Knowledge of strengths and needs of clients.



- Provides a focus on service delivery consistent with NDIS plans.
- Care Concerns/Reportable Incidents are managed with optimum outcomes for clients.
- Evidence of continuous improvement in relation to management of staff and clients.
- CSW are provided with necessary assistance to use the CMS
- Holds CSW accountable for following Lighthouse Disability policies and procedures
- Evidence of constructive communication with clients, families and staff

KEY RESULT AREA 2

Supervise and mentor CSWs to build confidence and competence consistent with the CSW position description.

Key Performance Indicators

- Works closely with all staff to build confidence and competence to manage the needs of clients.
- Spends regular time with each CSW (this may be in a group setting and/or individual)
- Clear feedback to CSW about strengths/areas for development
- Developmental goals have been negotiated with each CSW with some clear assessment criteria which are reviewed at least annually
- There is evidence that CSW have been supported to work in a way that is consistent with the philosophy of the NDIS and reasonable requirements of fee for service clients.

KEY RESULT AREA 3

There is compliance with the requirements of NDIS Practice Standards and the Quality and Safeguards Commission.

Key Performance Indicators

- Records indicate compliance with Standards with particular reference to Restrictive Practice and Reportable Incidents
- There is evidence that CSW are recording data appropriately in the CMS
- There is evidence of continuous improvement
- Takes an active part in working parties/committees
- Promotes change to improve quality and market edge
- Monitors the implementation of change and flags what is working well and what is not

KEY RESULT AREA 4

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

Key Performance Indicators

- Improved capacity of CSW to undertake team work within services
- Feedback from key stakeholders that team work has improved
- Demonstrate skills as a team participant
- Identify where staff morale is poor and implement strategies to improve this
- Effective liaison with other stakeholders with regard to client outcomes



KEY RESULT AREA 5

SIL quotes are prepared in liaison with Finance staff and Support Coordinators as appropriate and NDIS funding for each client is regularly reviewed to ensure anticipated income is received.

Key Performance Indicators

- There is close liaison with Support Coordinators and Finance staff to prepare SIL quotes and monitor SIL income for each client
- Where there is a 'change of circumstance' there is efficient and effective team work with key stakeholders to promote good outcomes for the client and minimise financial detriment to Lighthouse Disability.
- Required Service Agreements with clients/families are signed in a timely way
- There is compliance with all funding agreements.

KEY RESULT AREA 6

Promotes the safety and wellbeing of staff and clients.

Key Performance Indicators

- There is a focus on worker safety and wellbeing
- Works with others to minimize risks to staff and clients
- 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

KEY RESULT AREA 7

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

JOB COMPETENCIES – SKILLS, EXPERIENCE AND KNOWLEDGE

Essential Minimum Requirements

- A tertiary qualification in Human Services and/or Leadership and the equivalent demonstrated experience
- 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 individualised services across all aspects of Lighthouse Disability's 24/7 operations
- 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

- DHS Screening Clearances must always be current
- Will be required to participate in an Emergency After Hours 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

The Manager, Service Delivery 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 / /