

Role description: House Manager

Role Family:	Management
Role Level:	9
Reports to:	Manager, Accommodation and Respite
Key Stakeholders:	Clients and families, carers, guardians and support networks, funding providers (including the NDIA), local service providers and partners, third party housing providers, accommodation and respite management and team members, CPA Health and Contact teams, Safety and Environment team and other internal CPA departments/functions.
Purpose of the role	
The House Manager is responsible for the effective management and operation of an accommodation service(s). The role leads a team of frontline disability support practitioners to deliver an unrivalled, high quality accommodation service for clients with a disability.	
Key Result Areas (KRA's)	
<ul style="list-style-type: none"> • People management • Service operations • Financial management 	<ul style="list-style-type: none"> • Stakeholder management • Risk and compliance • Facilities management
Responsibilities	
People management	Stakeholder management
<ul style="list-style-type: none"> • Manage the attraction, recruitment, development and retention of a high performing team that aligns with the organisation's strategic direction. • Implement initiatives and practices that ensure the team effectively engages with and supports changes across the organisation. • Provide supervision, mentoring and support to ensure the team attains the required level of skill and competence to deliver quality services for clients. • Manage the selection and induction of agency staff to ensure the best fit for the service and clients and to maintain the provision of quality services. • Collaborate with managers across services and geographical boundaries in the allocation of resources to ensure the achievement of client outcomes across the business. 	<ul style="list-style-type: none"> • Build and foster key working relationships with external regulatory bodies to ensure compliance with regulatory and legislative requirements. • Develop relationships with external bodies to maintain an awareness of available funding and to secure appropriate financial support for clients. • Develop and maintain collaborative relationships with client's families and support networks to share information, resolve issues and concerns and to ensure quality client outcomes are achieved. • Develop and maintain relationships with key internal stakeholders to secure access to necessary support, information and resources to effectively manage accommodation service(s). • Manage relationships with third party suppliers to ensure the delivery of quality outcomes that meet contractual agreements.
Service operations	Risk and compliance
<ul style="list-style-type: none"> • Provide leadership and guidance to the team in the delivery of best practice accommodation services to ensure the business is operationally viable and client outcomes are achieved. • Evaluate the performance and outcomes of existing service delivery practices; identify gaps and operational priorities to maintain continuous improvement of services. • Coordinate the information gathering process to support client funding proposals and in securing appropriate levels of funding for individuals. • Manage the implementation of client service agreements; and (as required) provide support 	<ul style="list-style-type: none"> • Monitor service operations; identify potential issues and develop and implement preventative actions to effectively manage and mitigate risk. • Manage the implementation of risk mitigation and safety and security service solutions to ensure the maintenance of client safeguarding and well-being. • Maintain awareness of external best practices and legislative/regulatory requirements to ensure compliance and continuously improve service offering. • Document and assess incidents; notify relevant parties and implement agreed action plans to minimise and/or eliminate future risk.

coordination to ensure client goals and outcomes are achieved within agreed funding parameters. . Provide a point of contact service for designated clients to improve customer satisfaction and efficiencies in service delivery. . Provide on-call support (as required) to ensure the delivery of a quality and responsive 24 hour service for clients and to support the team in managing emergencies, enquiries and rostering issues. . Maintain up-to-date records and documentation to provide continuity in information sharing and to ensure compliance with legislative/regulatory and organisational policy requirements. . Manage the resolution of client complaints to maintain good customer satisfaction levels, the retention of clients and to maintain CPA's reputation as a quality service provider.		. Monitor team compliance with compulsory training and certification requirements (applicable to role) to ensure client safeguarding and wellbeing and the delivery of quality service outcomes.
Financial management		Facilities management
. Manage the income and expenditure for the accommodation service(s); identify opportunities and implement actions to ensure financial targets are successfully achieved. . Review and analyse client budgets; identify financial risk and work in collaboration with the individual and key stakeholders to develop and implement appropriate measures to safeguard client funds and maintain good financial stewardship. . Oversee financial management of client service agreements; accurately record service bookings and monitor levels of available funding to ensure client agreements adhere to the funding body's operational guidelines. . Monitor and coordinate all aspects of client tenancy agreements with internal and external providers to ensure clients receive maximum entitlements and adhere to rental payment schedules to prevent financial risk. . Manage the claims process to ensure clients receive maximum benefit entitlements and income support payments.		. Manage the provision of high quality accommodation facilities; coordinate maintenance schedules to maintain safe living environment for clients. . In collaboration with clients, create a home environment that reflects individuals' choice and preferences and maintains privacy and dignity. . Ensure team and site adheres to WHS policies and procedures; conduct regular audits and inspections to maintain the safety of employees, clients and visitors.
Core competencies	Competency descriptors	
Customer focus	Uses thorough and advanced professional competence when applying CPA's customer service framework to ensure internal/external customers are supported to determine their needs, expectations and in resolving problems. Understands the scope of service offerings and can negotiate within boundaries. Able to effectively deal with sensitive and complex matters, whilst respecting diversity and confidentiality. Adapts and translates technical language to ensure customers understand issues. Uses understanding of relationships and customers' needs to recommend changes to approach.	
Organisational knowledge	Has an in-depth understanding of the role, vision, purpose and values of CPA; has a working knowledge of the strategic direction; financial imperatives; organisational functions; infrastructure; required commercial outcomes; standards and relevant legislation. Has an in-depth understanding of how organisational approaches and values align. Meets performance benchmarks and assigned administrative deadlines.	

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Leadership	May lead a number of team leaders or a diverse team that delivers range of multiple, complex services. Leads, coaches and motivates direct reports and team members. Builds effective teamwork and a learning focus in the team. Understands and applies contemporary talent management, good working relations and managing performance practices. Acquires new people management skills and collaborates with technical experts on people management matters. Ensures required business outcomes/performance measures/KPIs are understood and met. Evaluates the work of others.
Teamwork	Actively participates as part of a management team, supports other management team members and contributes to setting and the achievement of management team goals. Is clear on personal accountability for performance goals. Assists higher-level managers with projects. Participates in the development of appropriate cultural behaviours consistent with CPA's values.
Communication & relationships	Has flexible and adaptable communication techniques that engender positive engaging relationships and meet required outcomes. Uses influencing skills. Uses a broad network of contacts to resolve work issues. Maintains defined relationships under guidance and ensures they work efficiently. Undertakes standard negotiations in respect to internal and external people to ensure processes and protocols are followed and work is appropriately handled.
Innovation & creativity	Exercises initiative and judgement to creatively improve services or product offerings. Is adaptable and resourceful when working effectively with own team and with other teams. Understands organisational processes and quality principles, and applies improvement methods. Resolves problems requiring thorough and advanced professional practice capability in designated area. Identifies likely impacts of solutions on other areas. Participates with other areas to solve issues particularly where an in-depth understanding of issues is required.
Experience/qualifications	A relevant tertiary qualification and/or equivalent. Fully proficient professional. Undertakes regular professional development.
Functional competencies	Competency descriptors
Financial management	Prepares and manages income targets and cost estimates. Has an in-depth understanding of how the commercial drivers directly impact the successful achievement of own/team/project KPI's/outcomes within agreed timelines. Demonstrates considerations to the commercial drivers, the broader organisational/team/project context and the changing environment when identifying and taking action to ensure agreed performance benchmarks are achieved. Analyses financial and operational information and identifies opportunities and takes appropriate action to save costs and make efficiency improvements that ensure ongoing sustainability. Collaborates across business areas to identify and implement sustainable financial solutions.
Operational planning and execution	Substantial professional knowledge of relevant legislation, policies and the external and internal environment. Translates strategy into operational plans and develops components of programs and projects. May contribute to strategic planning processes and reviews, providing service/program/function information and data. Undertakes service delivery involving plan implementation and ongoing day-to-day operations. Assists with the implementation of technology and ongoing day-to-day operations for segments of major/complex services/programs. Monitors performance against standard service agreement/contract requirements and addresses problems. Able to effectively manage projects and substantial change initiatives. Demonstrates good commercial acumen.
Risk management	In-depth understanding of the organisation's risk framework. Complies with internal policies and procedural guidelines. Analyses the relevant business environment to identify current and emerging risks. Undertakes standard risk profiling to identify negative outcomes and determine the risks to the

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	organisation/service/function. Takes necessary corrective action. Identifies and escalates risks as appropriate. Seeks external advice as needed.
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This role description is to be read with the relevant documentation outlining the key performance indicators applicable to the role holder



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