

Role description: Manager, Accommodation and Respite



Role Family:	Management		
Role Level:	11		
Reports to:	Divisional Manager, Accommodation, Respite and Packforce		
Key Stakeholders:	Accommodation and respite management and team members, clients and their families and support networks, CPA health and contact teams, Training Alliance, the facilities and administration team, funding providers (including the NDIA), third party housing providers, advocacy agencies and groups, the Ombudsman's department and Trustee and Guardian service.		
Purpose of the role			
The Manager, Accommodation and Respite is responsible for leading and managing the effective and efficient operation of a portfolio of accommodation and respite services for clients with a disability within a defined geographic region.			
Key Result Areas (KRA's)			
<ul style="list-style-type: none"> • People management • Risk and compliance • Operational management 		<ul style="list-style-type: none"> • Stakeholder engagement • Service delivery • Financial management 	
Responsibilities			
People management		Stakeholder engagement	
<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. · Apply effective supervision and mentoring support for managers to attain required levels of skills, capability and experience to deliver quality services and to maintain operational efficiency and effectiveness. 		<ul style="list-style-type: none"> · Develop and maintain relationships with key internal stakeholders to secure access to necessary support, information and resources to effectively manage a portfolio of accommodation and respite services within a geographic region. · Maintain awareness of and participate in broader organisational projects; provide input and influence the direction to ensure outcomes align with operational priorities. · Build and foster working relationships with external regulatory bodies and networks to ensure the delivery of best practice operational outcomes and compliance with regulatory and legislative requirements. · Manage relationships with third party suppliers to ensure the delivery of quality outcomes that meet contractual agreements. · Work in collaboration with the Training Alliance to identify workforce learning, development and capability gaps. 	
Risk and compliance		Service delivery	
<ul style="list-style-type: none"> · Maintain up-to-date knowledge of external best practices and legislative/regulatory requirements to ensure compliance across regional accommodation and respite service operations. · Manage the client-wellbeing process across accommodation and respite services; conduct audits of sites and individual client plans to identify gaps and opportunities for continuous improvement. · Manage the implementation and compliance of risk mitigation and safety and security service solutions 		<ul style="list-style-type: none"> · Research and analyse market trends and best practices; utilise findings to provide recommendations to meet local service demand. · Evaluate the performance and outcomes of existing service delivery practices; identify gaps and opportunities to address current and future operational priorities and to continuously improve the services offered. · Provide input to the service design process to ensure the development of sustainable solutions 	

<p>to ensure client safeguarding, continuous improvement of best practice service delivery solutions and great outcomes for our customers.</p> <ul style="list-style-type: none"> · Analyse and assess incidents to notify relevant functions/bodies; work in collaboration with relevant functions/bodies to develop and implement agreed action plans to safeguard clients, minimise/eliminate future risk and to ensure team adheres to requirements and changes. · Analyse incident data; identify patterns and trends to inform the development of preventative/proactive changes to policy, training and procedures in collaboration with key internal stakeholders. · Provide guidance to managers to ensure client agreements and service bookings are accurately recorded and adhere to funding provider's operational guidelines. · Authorise client expenditure in line with client financial agreements. 	<p>that meet accommodation and respite client needs and demand; support senior management in determining best fit service solutions to ensure the organisation is well-positioned for the future.</p> <ul style="list-style-type: none"> · Provide leadership and guidance to the accommodation and respite management team in the delivery of best practice service delivery solutions and practices to ensure the business is operationally viable and client outcomes are achieved. · Directly manage and provide expertise and guidance to managers in the effective resolution of complex escalated client complaints to retain clients and maintain our position as a quality service provider.
Operational management	Financial management
<ul style="list-style-type: none"> · Implement strategic aligned operational projects and initiatives (as required) to assist the organisation in achieving best practice service delivery. · Manage the information gathering process to ensure the team provides evidence for, secures and gains approval of appropriate levels of funding for clients. · Oversee the operational management of client service agreements to ensure client goals and outcomes are achieved within agreed funding parameters. · Collaborate with managers and team members across geographical/regional boundaries in the allocation of resources to ensure a high level of customer satisfaction and the achievement of client outcomes within agreed financial requirements. 	<ul style="list-style-type: none"> · Manage the income and expenditure for a defined geographical regional to ensure financial targets are successfully achieved. · Analyse business metrics and financial performance within a defined geographical region; identify opportunities for improvement; adjust focus and priorities to ensure good financial stewardship.

Core competencies	Competency descriptors
Customer focus	Develops and implements internal/external customer relationship approaches consistent with CPA's customer service framework. Ensures very complex customer relationship requirements are addressed effectively through expert professional practice. Provides expert advice to other professionals. Ensures customer relationships, confidentiality and complaint processes are in place and are regularly reviewed. Ensures technical language is adapted and translated so that customers understand issues. May personally handle the most complex, sensitive or serious matters. Ensures very complex stakeholder relationships are managed effectively, providing expert professional advice and assistance in respect to changes to approach.
Organisational knowledge	Has a comprehensive working knowledge of the role, vision, purpose and values of CPA and the standards and relevant legislation. Advises less experienced staff on the alignment of organisational approaches and values. Has a deep and extensive working knowledge of the strategic direction under which CPA operates; it's objectives; the financial imperatives under which the organisation operates; and the required commercial outcomes. Has an extensive knowledge of related organisations. Meets performance benchmarks and assigned administrative deadlines.
Leadership	Program leader of specialists/team leaders across diverse areas of the organisation. Exercises inspirational leadership through application of contemporary people management practices. Helps mentor, skill and develop other leaders in people management. Provides regular feedback to staff. Ensures talent management, good working relations and managing performance processes are in place and reflect priorities. Sets performance objectives for services and programs. Monitors progress against business objectives. Provides high level assistance to senior managers and staff. Develops/manages projects and/or service offerings requiring expert level knowledge and experience.
Teamwork	Contributes to cross organisational goals. Contributes to a recognised high performing management team and models this to others. Is actively involved in complex/major management projects; assists senior management with projects. Has a clear understanding of own accountabilities and contribution to organisational goals. Champions behaviours consistent with CPA's values.
Communication & relationships	Is aware of, and maintains appropriate communication channels with all key people within and outside of the organisation. Adapts approach to meet the needs of others. Takes responsibility for the timely provision of advice and assistance. Builds on established networks, both internally and externally. Drafts reports on sensitive/complex issues or projects. Able to negotiate effectively on a wide range of issues. Positively identifies commonalities and differences and reconciles conflicting priorities and objectives.
Innovation & creativity	Fosters innovation in the team and organisation. Develops and implements creative new service models. Sets up and coordinates working parties or teams, including representatives from other organisation units, on operational issues/problems/opportunities. Ensures organisation compatibility of solutions. Conducts/supports investigation of specific current and emerging trends and applicability to strategic organisation

	requirements. Manages the resource allocation and prioritisation of significant changes to organisation requirements.
Experience/qualifications	A relevant tertiary qualification, usually post-graduate, in a related specialist area. Broad understanding of the organisation and sector, professional practices and the internal/external environment.
Functional competencies	Competency descriptors
Financial management	Leads the preparation of income targets and cost estimates. Uses comprehensive commercial expertise to analyse and prepare for how the organisation's commercial drivers and business context, within the changing environment, impact the organisational/team/project and the successful achievement of agreed KPI's/outcomes/performance benchmarks within defined timelines. Provides input into the financial and commercial strategy for business area/project/programs. Analyses complex financial and operational information, identifies trends, opportunities and improvements that support saving costs and increasing efficiency/productivity. Prepares strategically aligned business proposals with detailed project plans and clearly defined milestones and outcomes. Is accountable for the successful implementation and/or management of business proposals. Manages/leads the effective collaboration of different business areas to ensure sustainable financial solutions are implemented.
Operational planning and execution	Develops organisation plans or service/function plans taking into account legislative requirements and the external and internal policy environment. Ensures strategy is translated into operational plans and provides the framework within which the organisation, service, or functional area must operate including a customer, financial and cultural context. Contributes to the strategic planning process. Delivers major programs and services utilising technology-based solutions where available. Adopts a results orientation approach. Ensures programs and services meet service delivery targets/agreements. Monitors progress against plans and takes appropriate corrective action. Monitors the outcomes and cost effectiveness of major service agreements/contracts that are being delivered by the organisation/service. Ensures projects are effectively managed. Ensures successful change outcomes. Ensures sound commercial acumen is exercised across the group.
Risk management	Manages changes in the organisation's risk framework in line with major changes in legislation, standards organisational strategies and business direction. Understands the impact of relevant business and commercial trends on the organisation's business systems, policies, processes, and practices. Applies commercial acumen to reviewing and recommending business methodologies and technologies. Seeks advice from relevant professional areas and external bodies. Evaluates controls to help mitigate negative outcomes. Models alternative scenarios and generates contingency plans and actions. Communicates the impact of identified risks and recommends corrective action.
<i>This role description is to be read with the relevant documentation outlining the key performance indicators applicable to the role holder</i>	

