

Position Description

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| Position title: | Area Manager Local Area Coordination (LAC) Service – Central Highlands |
| Job reference no: | 25485 |
| Salary: | TRP \$144,548 per annum (includes superannuation, motor vehicle and the estimated benefit of full optional salary packaging) |
| Classification: | Grade 5 (HS5) |
| Award: | Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022 |
| Hours: | 76 hours per fortnight (or 80 hours per fortnight with an ADO every four weeks) |
| Position tenure: | Permanent |
| Remuneration benefits: | <ul style="list-style-type: none"> • 9.5% superannuation • Motor vehicle • Mobile telephone and laptop computer • Salary packaging |
| Work unit / location: | Ballarat |
| Reports to: | Regional Manager – North West Victoria |
| Program: | NDIS Local Area Coordination (LAC) Service – Central Highlands |
| Contact person: | Loretta Beardmore – Regional Manager North West Victoria, phone: 0438096694 |
| Application closing date: | Sunday 9 August 2020 |

Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

We are careful to hire and promote effective but empathetic individuals with great people skills, such as team leader and manager roles, to ensure our staff feel supported.

The life-changing impact you can have on so many people and the challenges you'll face in doing this well, will make you feel passionate about your job in ways that very few other roles can.

You can learn more about Latrobe Community Health Service at www.lchs.com.au/careers

Scope of role

Reporting to the Regional Manager, the Area Manager is responsible for leading a team of Local Area Coordinators (LACs) to deliver the services as described in the National Disability Insurance Agency Statement of Requirements (SoR) across the service delivery area.

With support from the Team Leader, the role will provide leadership to a team of LAC professional staff to:

- Assist people with a disability, their families and carers to build and pursue their goals for a “normal” life, exercise control and engage with the Scheme.
- Ensure that people with a disability can be supported outside of the Scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with a disability.

The Area Manager will manage the smooth functioning of the team, ensuring that high quality performance outcomes, budget, data reporting and administrative requirements are met in a timely and efficient manner. They will also be innovative, model a collaborative, integrated person-centred approach and seek actively to empower people with a disability.

As a member of the NDIS Services Directorate, the Area Manager is jointly responsible with the Executive Director NDIS Services, Regional Managers and other Area Managers for the provision of leadership, planning and directorate decision making, ensuring that all directorate services support the strategic direction of LCHS.

Key objectives, duties and responsibilities

Operational

- Responsible for the management and administration of day to day operations of the LAC Service in the service delivery area.
- Ensure compliance with the LAC Grant Agreement and that the LAC and Service is delivered in accordance with the standards and requirements within the SoR.
- Ensure program policy and procedures reflect the SoR and are reviewed regularly.
- Prepare timely, reliable and succinct reports, data and analysis and participate in the monitoring processes.
- Monitor and achieve high quality performance targets and outcomes as set by the NDIA.
- Develop, implement and achieve budget.
- Plan and manage NDIA resource allocation to maximise outcomes for participants.
- Oversee the collection, management and maintenance of client information and any other NDIA systems to meet the data collection, reporting, confidentiality, security and integrity requirements.
- Lead the establishment of the LAC Service in the service delivery area.

Stakeholder Relationships

- Develop and maintain good working relationships with relevant services, groups and sectors.
- Participate in local area, regional and state wide networks of strategic relevance as required.

Managing Staff

- Build and manage a LAC team including Team Leader, Workplace Trainer, LACs and Administrative Officers.
- Manage staff levels/allocation/rostering to ensure variable service demands are met effectively and efficiently.
- Develop and monitor individual annual performance review plans with all staff.
- Manage staff performance in line with LCHS policies and procedures.
- Engender a culture of effective teamwork.
- Undertake personnel recruitment in line with LCHS policies and procedures.
- Ensure new staff are effectively orientated and inducted to the organisation and the program; according to LCHS policy and procedures.
- Lead the planning and coordination of professional development activities for LAC Service staff.
- Ensure all staff work according to LCHS work health and safety policy and procedures.

Managing Reporting

1. Manage the collection and collation of data as specified in the LAC and Grant Agreements and as required by LCHS.
2. Meet reporting requirements both internally and externally.
3. Utilise all available data to actively manage services effectively and efficiently.
4. Provide regular management reporting that demonstrates actions and recommendations that will facilitate proactive management.

Managing Quality & Risk

- Investigate, manage and resolve complaints related to the LAC Services, in accordance with LCHS policies and procedures.
- Apply the organisation's risk management framework in regard to identifying, evaluating and minimising risk exposure for areas of responsibility.
- Implement mechanisms to ensure continuous quality improvement within the LAC and ECEI Services.
- Ensure compliance with relevant legislation.
- Participate in quality accreditation activities as required.

Selection criteria:

Applicants must address the selection criteria for consideration.

1. Demonstrated understanding of the National Disability Insurance Scheme Act, National Disability Service Standards and the needs of people with disability.
2. Demonstrated ability to lead, manage and motivate an inter-professional team to achieve high quality performance outcome targets within set budget parameters.
3. Demonstrated experience in developing/implementing new programs/services.
4. Highly developed analytical, strategic and problem solving skills.
5. Demonstrated experience in effectively managing and achieving budgets.
6. Demonstrated ability to engage, build and maintain strong relationships with key stakeholders.
7. Demonstrated commitment and ability to maintain an ethical, inclusive and non-judgemental attitude towards clients and staff.
8. Demonstrated experience in continuously improving the quality of customer services and business practices.

Job requirements:

Applicants must meet the following job requirements:

Mandatory:

1. A relevant university level qualification.
2. Experience in managing a team within a community and/or human services setting.

Desirable:

1. A postgraduate management qualification.
2. Qualifications in and/or lived experience of disability will be highly regarded.
3. Certificate IV in Workplace Training and Assessment.

Other requirements:

1. Latrobe Community Health Service is a child-safe organisation. An Employee Working with Children Check will be required for this role (must be obtained prior to commencement).
2. A satisfactory criminal record check (Police Record Check) from the Australian Federal Police or country of residence will be undertaken prior to appointment. This check is renewed every 2 years.
3. A Disability Worker Exclusion Scheme (DWES) check shall be undertaken prior to appointment
4. In addition and prior to appointment, a DHHS and NDIA security clearance shall be undertaken. At times, clearance may take longer than 28 days which delays appointment.
5. Prior to appointment, credentialing documentation must be completed and verified.
6. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
7. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people, people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.

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| Approved (Job title): | Executive Director NDIS Services |
| Date: | 06.05.2019 |

Incumbent statement

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: _____

Incumbent's Signature: _____

Date: / /