

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	<b>OPERATIONS MANAGER EMPLOYMENT PATHWAYS &amp; SUPPORT COORDINATION</b>		
<b>COMPANY DIVISION:</b>	<b>genU Ability</b>	<b>UNIT:</b>	<b>Employment Pathways &amp; Support Coordination</b>
<b>OFFICE LOCATION:</b>	Various office locations across South Australia		
<b>REPORTS TO:</b>	Manager Employment Pathways and Support Coordination		
<b>OTHER PROFESSIONAL RELATIONSHIPS:</b>	<ul style="list-style-type: none"> <li>• genU and MatchWorks Managers</li> <li>• Participants, families, carers and advocates</li> <li>• NDIS and Local Area Coordinators</li> <li>• Employers</li> <li>• DES providers</li> <li>• Other key stakeholders</li> </ul>		
<b>CLASSIFICATION &amp; CONDITIONS:</b>	Common Law Contract.		
<b>STATUS:</b>	Updated 13 August 2020		

### THE COMPANY

genU is short for Generation You. Because whatever generation you belong to, whether you're young, old, or somewhere in between, what unites us is the belief that neither disability nor ageing are disadvantages to be endured but challenges to be met boldly, achievements to be had and adventures in the making.

genU has been 60 years in the making. Bringing together the best of two trusted and respected organisations, Karingal and St Laurence, genU builds on this experience, adding a new ambition: to become the leader in what we do.

We want everyone's lives to be happier and healthier, especially people with disabilities, the ageing and those experiencing disadvantage.

genU works using a person-centred approach. Our mission is to enable each person we support to live the life they choose. We do this by helping our clients re-join the workforce, master everyday tasks or access community services.

**Vision:** To build inclusive communities

**Mission:** Create and deliver innovative services that empower people, in the communities we serve, to reach their full potential.

## POSITION:

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### GENU VALUES

VALUE	BEHAVIOURS
<b>Welcoming</b>	You're part of our family
<b>Respectful</b>	We will treat you the way we would want to be treated
<b>Integrity</b>	Earning your trust by always adhering to our values
<b>Courageous</b>	We bravely drive innovation and advocacy to assist you to live the life you choose
<b>Excellence</b>	We are proud in our pursuit of the highest quality, reflecting our commitment to delivering the best

The genU values have been articulated to advise employees about the sorts of behaviours expected of them in the workplace.

### DESCRIPTION OF DIVISION

genU Ability provides a range of services to support people with disabilities to live the life they choose. This includes shared and respite living, in home support, community and social activities, education, mental health support, support coordination and assistance to find and maintain employment. The division has over 1,000 staff providing services to around 3,000 clients.

### DESCRIPTION OF BRANCH

The Employment Pathways branch provides a range of funded employment programs to assist participants on their pathway to employment. This includes individualised employment supports, School Leavers Employment Supports and post placement support.

The Support Coordination branch supports NDIS participants to make informed choices then access the supports and services they need to achieve their goals. This involves assisting them to implement their NDIS Plan and access appropriate supports.

### PURPOSES OF THE POSITION

The purpose of this position is to provide effective leadership and management in the design, development and delivery of employment preparation programs and supports to NDIS participants of all ages and abilities. Alongside and with direction from the Manager, the position will oversee growth and development of these services. The services and supports are to be consistent with the mission, vision, values and strategic directions of genU Karingal St Laurence.

## POSITION:

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### SUMMARY OF POSITION RESPONSIBILITIES

The position is directly responsible for key accountabilities and the achievement of Key Result Areas as per below:

#### Program Development

- Assist with the development of and oversee employment preparation programs; both individual and groups, which meet the individual needs of NDIS participants with varying job readiness
- Assist with the development of and oversee the delivery of School Leavers Employment Program in a manner consistent with Policies and Frameworks of the NDIS
- Oversee the delivery of Support Coordination services in a manner consistent with Policies and Frameworks of the NDIS and genU model of delivery
- Develop and maintain partnerships and opportunities for program growth
- Assist with the development and growth of Employment Pathways programs and Support Coordination services across South Australia
- Manage multiple funding streams, including financial acquittal, budgeting, contract compliance, quality accreditation, reporting framework and targets alongside Manager
- Manage client issues, incidents and complaints with respect, and fairness within genU Karingal St Laurence policies and procedures and implement effective review and resolution processes
- Manage and mitigate risks and business continuity to ensure safe and continuous services for staff and clients

#### Finance

- Participate in annual budget development with assistance from Manager
- Provide Manager with regular budget forecasts and undertake financial reporting
- Manage within allocated budgets and target requirements as outlined by funding bodies and Executive Management
- Ensure the provision of discretionary funding is effectively planned and linked to specific objectives and outcomes specific to each client
- Manage the provision and invoicing of client funding through National Disability Insurance Scheme, fee for service funding and other relevant bodies.

#### People Management

- Oversee the recruitment, training, coordination, performance management and professional development of staff and manage industrial relations.
- Provide leadership, mentoring, assistance and expert advice to staff
- Ensure staff have the ability to complete their roles in a safe and compliant manner by monitoring and providing up to date training and resources as required by the relevant service
- Develop and implement work procedures to assist staff perform their duties.
- Ensure workplace practices are conducted in accordance with Occupational Health and Safety legislation and genU policies and procedures.

#### Strategic Development

- Identify potential areas for growth and development by building and maintaining partnerships with external community organisations or businesses.
- Facilitate development of branch Business Plans that support the key priorities of genU Ability's Strategic Plan and contribute to the development of further services and supports for people with disabilities.

#### Resource Management and Compliance

## POSITION:

- Ensure all administrative tasks, including intake, rostering, funding, carelink, reports etc are completed effectively.
- Maintain quality service delivery that optimises client satisfaction and operates in accordance with applicable Quality and Safeguards Frameworks.
- With Manager, consult, negotiate and liaise with government and non-government sector organisations and develop and maintain effective working relationships with carers/families, local community members, other professionals, businesses and other community organisations.
- Deliver cost effective and efficient services ensuring that these services are provided within allocated resources.
- Prepare and deliver timely, accurate and comprehensive reports

### Continuous Improvement

- Ensure a culture of reflective practice exists within the Employment Pathways Programs and Support Coordination services that will continually enhance the quality of service provided to clients.
- Lead a proactive approach to risk management that empowers all people with disabilities and staff to regularly identify and manage possible risks.
- Develop and strengthen community partnerships and inclusive options.

### KEY RESULT AREAS

- *With manager, deliver effective employment preparation services delivered in line with applicable State and Commonwealth legislation, quality assurance and safeguard frameworks and in accordance with genU Policies, Procedures and the National Disability Insurance Scheme Business Rules.*
- *Programs developed that support NDIS participants to progress towards employment*
- *Incidents and complaints are responded to within timeframes legislated by contractual or organisational guidelines and as per genU's policies and procedures.*
- *Budgets are on target or within agreed variance.*
- *genU's contractual obligations and compliance requirements are met.*
- *Staff are led, managed, supported and developed to perform their roles effectively, including ensuring the delivery of all mandatory training.*
- *With manager, assist with the development and implementation of Employment Pathways programs and Support Coordination services in accordance with strategic directions, business planning and budgets.*
- *All program resources are maintained effectively*
- *genU Work Health and Safety Policies and Procedures are adhered to at all times*

### OH&S RESPONSIBILITIES

The Board of Directors of genU recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, the general public and those whom we serve (our clients and our residents), that is safe and healthy.

### KNOWLEDGE, SKILLS AND EXPERIENCE

#### SELECTION CRITERIA

##### Qualifications:

- Relevant tertiary qualification in management or equivalent and/or human services

## POSITION:

### Essential:

- Extensive experience in not for profit/community service sector.
- Proven knowledge and experience working within NDIS funding.
- Proven ability in management/leadership role and proven track record in leading teams to deliver defined outcomes and positive change.
- Highly developed organisational and problem solving skills with proven ability to work autonomously and proactively.
- Adept in all aspects of stakeholder engagement including clients and families, partners and funding bodies.
- Exemplary analytical, negotiation and time management skills.
- High-level oral and written communication skills.

### Desirable:

- Experience in the delivery of support for people with disabilities, including those preparing for employment.
- Experience in the delivery of support coordination services to people with a disability under the NDIS.
- Experience in strategic planning and community development.
- Demonstrated experience in networking and negotiating with government and non-government agencies, funding bodies, businesses and community services.

### CULTURAL FIT

In addition to the selection criteria outlined above, the successful applicant must be able to demonstrate they are committed to the genU Vision, Mission and Values and will bring a collegial approach to the genU workforce.

genU values diversity and encourages applications from Aboriginal and Torres Strait Islanders, people with disabilities and from culturally and linguistically diverse backgrounds. genU is committed to making reasonable adjustments where operationally viable.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending			X
Computer based tasks	X		
Driving	X		
Kneeling			X
Lifting			X
Sitting	X		
Standing	X		
Walking		X	

POSITION:

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