

## POSITION DESCRIPTION

<b>Position Title:</b>	Accommodation Manager
<b>Department:</b>	Disability Services
<b>Location:</b>	Royal Rehab Ryde, NSW and/or other Sydney Metropolitan areas.

<b>Employment Screening Check:</b>	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category B
Online Driving Record Check required:	Yes

<b>Position Purpose:</b>
<p>The Accommodation Manager will work under the direction of the Operations Manager to manage a smaller cluster of 3-4 locations. The Operations stream of Disability Support is responsible for the delivery of seamless innovative, transformational, quality services to people with disability, their families and carers., The provision of services is delivered using best practice approach of person centred practices to ensure effective and efficient seamless service under the direction of the Disability Services Act and United Nations Convention on the rights of a person with a disability.</p>

<b>Organisation Context:</b>
<p>This role is to lead and facilitate person centred, responsive services in a defined geographical area in Sydney. Key features of the Accommodation Manager role is to directly partner with individuals, their families and carers in the day to day requirements of each individuals in a home of their choice.</p>

<b>Organisational Relationships:</b>				
<table border="1"> <tr> <td><b>Reports to:</b></td> <td>Operations Manager – Disability Services</td> </tr> <tr> <td><b>Responsible for:</b></td> <td>Support workers, casual and agency staff</td> </tr> </table>	<b>Reports to:</b>	Operations Manager – Disability Services	<b>Responsible for:</b>	Support workers, casual and agency staff
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<b>Performance Review &amp; Development Planning:</b>
<p>Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter</p>

<b>Qualifications, Skills &amp; Experience:</b>
<p><b>Essential</b></p> <ul style="list-style-type: none"> <li>• Relevant tertiary qualifications in community management disability, human services or social sciences/ or equivalent experience.</li> </ul>

- Demonstrated experience and skills in improving and supporting the quality of life of people with disabilities as outlined in NSW Disability Service Standards.
- At least 2 years experience in community management of support services including demonstrated ability to effectively manage a 24/7 staff roster across several location
- Demonstrated ability to work in partnership with families and significant others in the provision of support to the person with a disability.
- Demonstrated ability to manage family, client and significant others expectations, ie complaint management.
- Demonstrated ability to develop, rosters and interpret financial information
- Demonstrated ability to develop staff skills and decision making abilities
- Detailed knowledge of client training and behaviour support techniques.
- Working knowledge of Person Centred Plan and procedures
- Demonstrated leadership skills and experience in providing formal and informal supervision to staff and experience in fostering and facilitating team building.
- Understanding of performance management processes
- Demonstrated communication skills and complaint handling skills
- Demonstrated ability to manage systems of work in accordance with policies and procedures
- Computer literacy, including the use of relevant software applications such as Client Management and rostering systems.
- Demonstrated ability to lead and work with a diverse team of professionals.
- Knowledge of and ability to network with other organisations and professionals who support people with disabilities
- Current NSW Drivers Licence
- Current First Aid Certificate

**Key Internal & External Relationships:**

Internal	Clients, General Manager, Senior Operations Manager, Operations Manager, Corporate Services, HR and finance employees, Behaviour Coordinator, Disability Support employees, Support Coordinator, Nursing staff , Allied Health staff and all employees of Royal Rehab.
External	Families, Carers, Department of Family and Community Services, Mental Health, Case Management Services, local mainstream services and other disability providers, Relevant Government Departments, Health NSW, National Disability Insurance Agency, Life Time Care Service, Transport Accident Commission, local communities and networks.

**Delegations/Authority**

Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy

**Key Responsibility Areas**

Key Area of Accountability	Specific Tasks and Responsibilities
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Financial and Budget Management	<ul style="list-style-type: none"> <li>• Monitor expenditure across area taking corrective action and report monthly to the Operations Manager.</li> <li>• Have knowledge of and work within agreed financial delegation of authority and constantly review resources utilization practices.</li> <li>• Outlets managed within agreed budgets (capital and revenue) keeping Operations Manager informed.</li> <li>• Identify and bring to attention of Operations Manager Disability Support areas of significant overspend or under achievement.</li> </ul>
Effective service delivery across multiple sites/locations	<ul style="list-style-type: none"> <li>• Accommodation Manager ensures that best practices rostering principles are adhered to.</li> <li>• All staff in cluster have been orientated to all locations/sites</li> <li>• Site/locations have clearly documented routines and shift duties accessible in electronic format</li> <li>• Accommodation Manager has established communication processes i.e. phone, email, face to face meetings – 24/7</li> </ul>
Quality Management	<ul style="list-style-type: none"> <li>• Support Operations Manager to comply with all relevant requirements and functions within the Quality Improvement Framework.</li> <li>• Ensure relevant policies and procedures are signed off as fully understood, implemented and adhered to by the team</li> <li>• Respect and make provisions for the culture, language and religion of others within an Australian legal and institutional framework where English is the common language.</li> <li>• Abide by the principles of multiculturalism as outlined in the Community Relations Commission and Principle of Multiculturalism Act 2000.</li> <li>• Implement Ethnic Affairs Priority Statement (EAPS) within your area of responsibility.</li> </ul>
In consultation with Operations Manager to recruit, supervise, plan, performance manage, develop, educate, up skill and report on your outlets personnel.	<ul style="list-style-type: none"> <li>• Support Operations Manager in particular staff goals with behavior intervention and community integration through Personnel Development Process.</li> <li>• Conduct and document purposeful staff supervision 4-6 weekly to ensure that duties carried out by staff meet Disability Support standards and Disability Support policies and procedures.</li> <li>• Ensure staff attend Mandatory Training in-service trainings and that First Aid Certificates are current.</li> <li>• Ensure staff incidents are managed as per Centre Policies and Procedures.</li> </ul>
Risk Management Workplace Health & Safety Management Behavioural Data Management.  Identify, implement, oversee, promote, train and report on risks and analyse as required.	<ul style="list-style-type: none"> <li>• Identify, document and address risks as per Centre policy.</li> <li>• Implement and monitor the Centre's Workplace Health &amp; Safety system.</li> <li>• Ensure that staff activities and procedures promote client's safety and well-being and report any issues to the Operations Manager.</li> <li>• Ensure staff trained in the use of all equipment required for delivery of safe client care.</li> <li>• Oversee appropriate, immediate and ongoing response within the service to after hour's issues/incidents, as per On Call Schedule.</li> <li>• Ensure the collection and analysis to inform management and reporting of behavioural and clinical information, including activity data, behavioural/clinical indicators, client incidents and outcome measures.</li> <li>• Complete reports and follow through on incidents and risk management within the Centre's Key Performance Indicator's for the Incident information Management System.</li> </ul>

**GENERAL RESPONSIBILITIES**

**Work Health and Safety**

Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:

- Ensure that all potential hazards, accidents and incidents are identified and notified
- Ensure your own safety and that of others

**Equity and Zero Tolerance to Bullying, Harassment and Discrimination**

Royal Rehab upholds the Federal and State government’s policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.

As an employee of Royal Rehab it is your responsibility to:

- Deal with others in a fair and equitable manner free from harassment and discrimination
- Ensure that a working environment free from sexual or any other harassment is recognised as a basic right

**Principles of Multiculturalism**

Employees are expected to:

- Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language
- Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required
- Abide by the principles of the Multiculturalism Act 2000
- Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility

**Code of Conduct**

Royal Rehab requires a professional standard of behaviour from staff which:

- Demonstrates respect for the right of the individual and the community
- Promotes and maintains public confidence and trust in the work of the Centre

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

**Safety & Continuous Quality Improvement**

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

**Organisational Values**

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab’s values being:

**Honesty: We conduct ourselves with truth, openness and integrity.**

I will:

- Be sincere and genuine will all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

**Respect: We acknowledge and appreciate people’s rights, roles, views, and feelings.**

I will:

- Treat people with dignity.
- Acknowledge and value a person’s perspectives, connections and diversity.
- Be thoughtful and considerate.

**Working Together: We work as a team to achieve shared goals.**

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

**Innovative Thinking: We embrace a culture of creativity to find the best solutions.**

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

**Environmental Policy and Waste Minimisation**

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

**Smoke Free Policy**

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

**Royal Rehab Policies and Procedures**

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

**Job Demands Checklist**

**Frequency Definitions**

<b>O</b> = Occasional	Activity exists up to 1/3 of the time when performing the task
<b>F</b> = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
<b>C</b> = Constant	Activity exists more then 2/3 of the time when performing the task
<b>R</b> = Repetitive	Activity involves repetitive movement
<b>NA</b>	Not applicable to this role

**Job Demands**

**Frequency**

Physical Demands	Description	Frequency				
		O	F	C	R	NA

Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery		✓			
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting				✓	
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist		✓			
Standing	Tasks involve standing in an upright position without moving about	✓				
Driving	Tasks involve operating any motor powered vehicle				✓	
Sitting	Tasks involve remaining in a seated position during task performance				✓	
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended			✓		
Walking/running	Tasks involve walking or running on even surfaces	✓				
	Tasks involve walking on uneven surfaces	✓				
	Tasks involve walking up steep slopes	✓				
	Tasks involve walking down steep slopes	✓				
	Tasks involve walking whilst pushing/pulling objects		✓			
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	✓				
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground	✓				
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands	✓				
	1) Light lifting/carrying 0-9kg		✓			
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others	✓				
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking	✓				
Grasping	Tasks involve gripping, holding, clasping with fingers or hands				✓	
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing				✓	
<b>Sensory Demands</b>	<b>Description</b>					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations				✓	
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks Involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance					✓
<b>Psychological Demands</b>	<b>Description</b>					
	Tasks involve interacting with distressed people			✓		
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited			✓		
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
<b>Exposure to Chemicals</b>	<b>Description</b>					
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation					✓

Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
<b>Working Environment</b>	<b>Description</b>					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight					✓
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room					✓
Confined spaces	Tasks involve working in confined spaces					✓
<b>Accident Risk</b>	<b>Description</b>					
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping			✓		
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling		✓			
Noise	Tasks involve working in a noisy environment			✓		
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:					✓
	1) Light					
	2) Heavy	✓				✓
	3) Portable					✓
Biological hazards	Tasks involve working with blood, blood products/body fluids		✓			
<b>Other Issues</b>	<b>Description</b>					
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment		✓			
Safety critical issues	Tasks involve responsibility for safety of others					✓

<b>Document Control (Hiring Manager use only)</b>	
<b>Effective Date:</b> January 2020	<b>Authorised By:</b> Senior Operations Manager

**Acknowledgement:**

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

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Name

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Signature

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Date