

## Position Description

Position Title	Senior Manager, Disability	
Marriott Division / Department	Operations	
Main Office Location	100 Wheatley Road, McKinnon	
Work Site Location	As above and 15a, 56 Keys Road, Cheltenham	
Reports to	General Manager, Operations	
Direct Reports	4	
Employment	Duration: 3 years	EFT: Full Time
Decision making authority	As per Marriott's Delegation Policy	
Award / certified agreement & classification	Management Contract	
Approved	By: Chief Executive Officer	
	Date: 30 December 2020	

### Organisational Overview

A for purpose, not for profit NDIS provider, operating since 1970 providing a range of disability support services, open and supported employment areas through our certified social enterprises. Our core philosophy is that people living with a disability should have the same opportunities in life that those without disabilities have and we undertake our work with compassion and sympathy.

### Our Vision

To achieve an inclusive community where people living with disabilities thrive by living life on their terms with purpose and dignity.

### At Marriott we operating within the following Values

<b>Commitment</b>	<i>To provide a safe and supportive environment for all people we support, our staff and community.</i>
<b>Integrity</b>	<i>Living our values with understanding, transparency and consistency.</i>
<b>Humility</b>	<i>A spirit of serving in all we do.</i>
<b>Responsibility &amp; Respect</b>	<i>Accountability and consideration for all we serve.</i>
<b>Innovation</b>	<i>Development and smooth execution of creative ideas fuelling opportunities for growth.</i>
<b>Engagement</b>	<i>Aligning with others who share our values and purpose to make a difference.</i>

### Strategic Priorities

Marriott's strategic priorities are set out in the organisation's Strategic Plan 2019-2022 focus on:

- Financial sustainability
- Strengthening our operations
- Rationalisation of our facilities
- Growing our business

- Developing our people and culture

### About the Role

The Senior Manager will oversee a portfolio of disability services with a growth mandate to take the organisation through its next phase of evolution. This role will be working closely under the leadership of the General Manager to deliver improved and continued sustainable growth across its areas which is one of the key strategic priorities to deliver success.

The position identifies appropriate business opportunities to drive growth through new services by leading, developing and managing activities to maximise the organisation's revenue, service differentiation and to increase its reputation and market share. The position also ensures existing services are provided to the highest levels, targets reached and improvements identified. Additionally, this position provides high quality people leadership both within disability services and across Marriott.

### Key Challenges

In addition to delivering the operational requirements of Marriott in a challenging environment, the following are considered by the CEO as particular challenges of this role:

- Being a change agent in delivering a transformed, agile and innovative disability business department.
- Realigning the staffing models and staffing structures of disability areas in conjunction with GM and Acting HR Manager.
- Maintaining and strengthening the disability services of the organisation while concurrently strengthening the application of commercial/business principles.
- Evolving changes in NDIS funding and requirements to provide a market competitive range of supports and programs in a client centric environment.
- Nurturing a responsive, high performing and motivated workforce focused on the future of the organisation.

### Key Responsibilities

#### Leadership

- Lead and manage the business to achieve financial performance with full budget and cash-flow accountability.
- Work closely with the Quality team to ensure the delivery of services meet NDIS safeguards and quality standards.
- Provide a safe, supportive, compassionate, performance and accountability culture where staff feel appreciated and developed and where staff are excited to commit to ambitious outcomes and deliver these.
- Build capability within the team to maintain and grow a strong performance culture, with an emphasis on customer service and ongoing continuous improvement.
- Foster a culture of openness and transparency and accountability of the reporting teams promoting high standards of behaviours and adherence to the organisation's policies, procedures and protocols, and NDIS standards.

#### Strategic

- Development of an integrated annual operational plans, aligned to the Strategic Plan with clear deliverables and the provision of regular reporting and monitoring of progress.
- Provide strategic leadership, guidance and ideas, and is responsible for managing the support services and programs, relevant operational budgets and other strategic initiatives of the department to deliver growth in support coordination, community services or programs.
- Supervise and drive business development activities of staff to identify new opportunities to achieve revenue growth.
- Prepare and submit proposals, tenders and business cases that are accurate, competitive and commercially viable.

### Quality & Service Delivery

- The focus of the role is to oversee the disability business areas to ensure that they provide a safe, positive and supportive environment for people with a disability that meets their needs in their individual support plans.
- Overseeing client service agreements and intake.
- Promotion of a positive client centred culture focused on the provision of quality services and supports.
- Deliver services and other initiatives in accordance with Marriott's strategic and business plans.
- Responsibility for adherence to NDIS legislative requirements and standards maintaining the organisation's accreditations including audits and continuous improvement plans.

### Other General Duties Include

- Deputising for the General Manager in disability sector representation as required.
- Management of relationships with stakeholders including clients, families, NDIS, NDS and disability sector organisations.
- Report to and work closely with the General Manager in driving transformational change across the disability unit.
- Establish and maintain relationships and partnership with where appropriate and utilise those relationships to enhance Marriott's strategic direction.

## Selection Criteria

### Qualities & Skills

- Prior senior experience in managing service delivery within disability environment.
- Willingness to implement transformational change, delivering outcomes and driving positive changes in people management and systems initiatives.
- Demonstrate an ability to maintain a performance culture with a focus on delivering outstanding customer service.
- Have a 'hands on' approach to leadership and people management to support, develop and build capability amongst a dispersed team.
- Engage closely with a variety of both internal and external stakeholders to align service delivery to meet client needs.
- Proven communication skills with a genuine interest in working with others including listening, openness and a balanced, constructive and collaborative approach.
- High self-awareness and capacity to build trust and confidence with others.
- A personal style that models integrity, equity, fairness and transparency.
- A high level of commercial acumen and can navigate a highly complex ecosystems in a registered NDIS provider settings.
- Ability to navigate Supportability and working with key government agencies.

### Personal Attributes

- Has the ability to provide strong and balanced leadership and inspire staff.
- Possess the highest integrity.
- Collegiate and respectful.
- Strong negotiating skills to achieve the best outcomes for the organisation.
- Ability to build and maintain positive relationships at all levels including with the CEO, Board and other key stakeholders.
- A high level of emotional intelligence to deal with often difficult, emotive issues and conflicting priorities.
- Superior organisational skills to balance a busy workload and manage conflicting priorities appropriately.
- Energetic, proactive and solutions focused.
- Shows a keenness to take on new challenges.

### Cultural Fit

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

### Qualifications

- A relevant post graduate qualification.

- Proven senior management experience in relevant sector/industry e.g. disability or aged care.

<p><b>Special Conditions</b></p> <p>Prior to commencement of employment the candidate must provide Marriott with evidence of:</p> <ul style="list-style-type: none"> <li>• Australian citizen or evidence of the right to work in Australia; permanent residency certificate or international passport with evidence and verification of valid working visa.</li> <li>• A current DWES Clearance.</li> <li>• Willingness to obtain Victorian Disability Worker Registration.</li> <li>• A current Police Record Check, including international police check/s if applicable.</li> <li>• A current driver's license/s.</li> <li>• Certified copies of all relevant qualifications.</li> </ul>	
<p><b>Responsibilities for all Marriott Employees</b></p> <p>All employees have a responsibility to:</p>	
<p><b>Occupational Health &amp; Safety</b></p> <p><i>The Board and Management of Marriott Support Services recognises its moral and legal responsibilities to provide a working environment for its employees, volunteers, contractors, visitors, and clients that is safe and healthy.</i></p>	<ul style="list-style-type: none"> <li>▪ Maintain a safe working environment for themselves and others in their respective workplace sites;</li> <li>▪ Work in a manner that considers the health and safety of self and others;</li> <li>▪ Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances;</li> <li>▪ Report to work physically and psychologically fit for duty;</li> <li>▪ Ensure all work areas are maintained in a safe condition;</li> <li>▪ Correctly wear and maintain personal protective equipment and clothing;</li> <li>▪ Complete site inductions;</li> <li>▪ Identify, report and record all safety hazards, incidents and injuries;</li> <li>▪ Participate in OHS training programs;</li> <li>▪ Ensure required workplace health and safety actions are completed as directed and as required;</li> <li>▪ Participate in learning and development programs about workplace health and safety;</li> <li>▪ Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and Safety Regulations 2017; and related OHS procedures and Safe Operating Procedures developed by Marriott;</li> <li>▪ Participate in OHS consultation, audits and communication meetings.</li> </ul>
<p><b>Positive Working Relationships</b></p>	<ul style="list-style-type: none"> <li>▪ Facilitate good working relationships with all departments of Marriott, the community, clients, their families, and other people significant to the client, through clear communication and a willingness to work towards the resolution of any concerns.</li> <li>▪ Demonstrated ability to work as part of, and contribute to, a productive, harmonious and efficient team.</li> <li>▪ Initiate and maintain contacts with a broad range of people and community organisations to ensure clients' access to services.</li> <li>▪ Ensure appropriate communication with fellow workers, families and other people involved with the service and in the life of the client.</li> </ul>

<b>Client Safeguards &amp; Wellbeing</b>	Comply with NDIS Safeguarding Standards, Victorian Charter of Human Rights and Responsibilities Act 2006 and the Principles and Objectives of the Disability Act 2006, to ensure quality services where the rights and wellbeing of people with a disability are promoted, protected and advanced.
<b>Social Inclusion &amp; Diversity</b>	Undertake all interactions with clients and co-workers in a socially inclusive and culturally sensitive manner and take appropriate account of individual beliefs and diversity.
<b>Pre-existing health issue or injury</b>	<ul style="list-style-type: none"> <li>▪ <b>Before</b> any person can be appointed to this position it will be required that they disclose any pre-existing injuries or health issue that might be affected by employment in this position.</li> <li>▪ Marriott is committed to making reasonable adjustments where operationally viable to provide additional supports in place where necessary.</li> </ul>
<b>Equal Opportunity</b>	<ul style="list-style-type: none"> <li>▪ Marriott is an equal opportunity employer.</li> <li>▪ Become familiar with the <i>Harassment, Discrimination and Workplace Bullying Policy</i>.</li> </ul>
<b>Quality Assurance &amp; Continuous Improvement</b>	<ul style="list-style-type: none"> <li>▪ Become familiar with and follow Marriott's quality policies, procedures and management instructions.</li> <li>▪ Be open to new ways of doing things that enhance our operational deliveries and respond to challenges with innovative ideas and solutions.</li> <li>▪ Strive for continuous improvement in the quality system and work practices by being alert to opportunities for improvement and suggesting solutions.</li> <li>▪ Attend staff, client related meetings, workshops, conferences and training as required.</li> </ul>

Employee Name			
Employee Signature		Date	
Manager Name			
Manager Signature		Date	