

Position Description



Position Title	Assistant Manager, Community Supports Program
Position Purpose	Support the Program Manager to ensure the effective functioning of the Community Supports Program, achievement of Program goals, and ongoing development of the Program.
Reports To	Manager, Community Support Services
Responsible For	<ul style="list-style-type: none"> ✓ Always acting in the best interests of Clients and Montagu ✓ Service Quality including Client outcomes and satisfaction with Montagu services ✓ Evaluation and monitoring of support staff performance through regular liaison with Clients ✓ Developing the capabilities of program staff through effective direction, coaching, and regular formal supervision ✓ Program compliance with relevant legislation, standards, contract requirements and Montagu policies ✓ Providing regular progress reports to the Manager, Community Support Services, and others as directed ✓ Communications to internal and external stakeholders ✓ Program related administrative tasks
Key Challenges	<ul style="list-style-type: none"> ✓ Managing competing priorities and supporting a diverse team providing supports 24/7 ✓ Ensuring compliance with relevant legislation, regulation, standards, and policies ✓ Monitoring, Supporting and Developing staff working under indirect/remote supervision
Key Results Areas	<ul style="list-style-type: none"> ✓ Client experience including safety, wellbeing, and progress towards agreed goals ✓ Staff performance and development ✓ Service Compliance and Improvement ✓ Mission and values

Position Description



POSITION REQUIREMENTS

Key Results Area 1	CLIENT EXPERIENCE AND OUTCOMES	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Support Clients to exercise their Human Rights and ensure that these Rights, including the Right to make decisions affecting their lives, are always respected. ✓ Ensure the delivery of support services that respect individuals’ rights to privacy and dignity and are free from discrimination, exploitation, abuse, harm, neglect and violence. ✓ Establish and maintain effective working relationships with Clients, families and stakeholders. Actively seek and respond to feedback from Clients and their significant others including feedback on staff performance, satisfaction with Montagu Services, and suggestions for service improvements. ✓ Develop Individual Support Plans for Clients, monitor performance against expected outcomes, and provide progress reports. ✓ Ensure support teams have accurate, up to date Client information, and that all changes to Individual Support Plans, goal achievements and progress, and upcoming events/appointments are communicated to relevant team members. ✓ Provide reports, data, rosters of support, and other relevant information to support Client’s NDIS plan reviews ✓ Manage new referrals following established Intake and Assessment protocols ✓ Ensure Service Level Agreements (SLA’s) are in place for every client. 	<ul style="list-style-type: none"> ✓ Clients are aware of, and exercise, their Human Rights. Clients indicate that they are encouraged to make decisions that affect their lives and feel safe and respected in making these decisions. ✓ All reports of possible discrimination, exploitation, abuse, harm, neglect and violence are investigated, and responded to in accordance with Montagu policies. ✓ Client relationships with family members and social networks are strengthened and extended. ✓ Client feedback drives improved Staff performance and service delivery ✓ Client’s Individual Support Plans are actively implemented by all staff and monitored against expected outcomes. ✓ 100% of Clients report that they are highly satisfied with the support services they receive from Montagu. ✓ All documentation related to the NDIS planning process is complete, comprehensive, accurate, and timely. ✓ All supports are provided in line with Montagu’s Principals, Values, and Policies. ✓ New Clients understand their rights and responsibilities and receive supports as per SLA. 	

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Key Results Area 2	Staff Performance and Development
Key Tasks:	Job holder is successful when:
<ul style="list-style-type: none"> ✓ Provide effective leadership of the support team to promote the best outcomes for people receiving supports. ✓ Support all staff to adopt safe work practices and follow all WHS policies and guidelines, including investigating all reported incidents and hazards and ensuring program property and equipment is maintained in good working order. ✓ Promote work practices free from discrimination, harassment and bullying and report all instances of inappropriate behaviour to the Program Manager. ✓ Coordinate the day to day operations of the support team in line with Montagu policies and procedures, allocate tasks to staff, model best practice and behaviour ✓ Monitor the performance of direct reports through regular discussions with Clients and their families and support the continued development of the support team through coaching, facilitating access to training, provision of appropriate resources, and regular one-on-one supervision in line with current policies. ✓ In consultation with the Manager, Community Support Services Team, identify and manage sub-standard performance in line with current policies and procedures. ✓ Conduct regular support team meetings. 	<ul style="list-style-type: none"> ✓ Support staff have the necessary skills and knowledge to complete their duties and achieve the best outcomes for Clients. ✓ All staff work in a safe, respectful and supportive workplace where no workplace injuries occur. ✓ All property, equipment, and resources are fit for purpose and in good working order. ✓ All support team members are aware of their responsibilities and performance expectations. They work collaboratively and consistently to progress the achievement of organisational and Client’s goals. ✓ All staff are well supported, have opportunities to develop their skills, knowledge and experience, and are accountable for their performance and behaviours. Feedback is regularly provided to staff to assist in the development of their skills and performance. ✓ Montagu Policies and Procedures are always followed. ✓ Support teams meet regularly to discuss Client progress, relevant policies, achievements, and challenges.

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Key Results Area 2 (cont.)	STAFF PERFORMANCE AND DEVELOPMENT	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Lead the induction and orientation of new support staff. ✓ Provide reports as required ✓ Undertake out of hours On-Call duties on a rotational basis (Telephone based) ✓ Support return to work programs for staff returning to work from injury 	<ul style="list-style-type: none"> ✓ Team members contribute to efforts to improve the quality of Montagu services. ✓ All reports and acquittals are legible, contain appropriate information and are completed on time. ✓ On-Call duties are competently completed ✓ Staff injured at work are assisted to return to full duties 	

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Key Results Area 3	SERVICE COMPLIANCE AND IMPROVEMENT	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Actively seek feedback on the services provided by Montagu. ✓ Ensure Clients and family members confidentiality and privacy are maintained. ✓ Comply with, monitor, and ensure adherence to Montagu policies and procedures ✓ Maintain knowledge of, and ensure compliance with, current legislation and regulations that apply to the disability sector including, but not limited to the following topics; <ul style="list-style-type: none"> ✓ Human Rights ✓ Disability Services ✓ NDIS Practice Standards ✓ NDIS Quality and Safety Standards ✓ Work Health and Safety ✓ Privacy and Confidentiality ✓ Medication management and Administration ✓ Participate in policy reviews, Quality Improvement Projects, and external audits against service standards to ensure Montagu services demonstrate excellence and achieve great Client outcomes. ✓ Undertake regular risk assessments and WHS audits, including but not limited to; Fire Safety Plan Audits, First Aid & PPE Supply Audits, and medication administration audits. 	<ul style="list-style-type: none"> ✓ All services provided by Montagu meet or exceed all compliance requirements. ✓ Feedback is used to improve the quality of services delivered by Montagu. ✓ All complaints are responded to in accordance with the Montagu policy and legal requirements. ✓ Montagu retains the status of a Registered NDIS Service Provider. ✓ Policies remain relevant through appropriate input, regular review, and updates. ✓ Quality Improvement projects are implemented and embedded throughout Montagu to progress our goal for excellence in all we do. ✓ Staff are appropriately supported to return to work after suffering workplace injury. ✓ Audit results are documented and shared with team members. ✓ Services are provided in a safe environment and staff have access to essential equipment and supplies. 	

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Key Results Area 4	MISSION AND VALUES	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Actively contribute to Montagu’s mission ✓ Always behaving in ways that contribute to a safe and healthy workplace that is free of discrimination, harassment and bullying ✓ Always behaving in ways that bring the values of: <ul style="list-style-type: none"> ❖ Respect ❖ Commitment ❖ Quality ❖ Accountability ❖ Responsibility ❖ Connection, and ❖ Integrity to life ✓ Seeking opportunities for further personal and professional development and being accountable for your own performance. 	<ul style="list-style-type: none"> ✓ Quality Services are delivered that support Clients to live a valued and meaningful life, connected to their chosen community ✓ Montagu workplaces are safe, healthy, and productive ✓ Everyone is treated Respectfully ✓ Montagu Staff are Committed to always acting in the best interests of the people we support ✓ The Quality of services are regularly reviewed and improved to ensure the delivery of supports that are flexible and tailored to the abilities, needs and goals of the Client ✓ Montagu demonstrates Accountability by always doing what we say we will do ✓ Montagu accepts Responsibility for our performance, individually and collectively ✓ People supported by Montagu feel Connected to the purpose and performance of the organisation ✓ Montagu is viewed as an organisation of high Integrity as a result of our honesty, transparency, sincerity, and ethical approach in all that we do ✓ Montagu staff embrace learning opportunities 	

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RECRUITMENT INFORMATION- SELECTION CRITERIA

Competencies:

Essential

- ✓ Strong and demonstrable commitment to human rights and the values of Montagu Community Living
- ✓ Demonstrated commitment to supporting people living with disability to achieve goals, build skills and capacity, and connect to their community
- ✓ Demonstrated commitment to achieving excellence
- ✓ Excellent communication, interpersonal and negotiation skills
- ✓ Excellent problem solving and conflict resolution skills and the ability to work as part of a team
- ✓ Demonstrated ability to manage the performance of a diverse team
- ✓ Knowledge of Human Rights Charter; Privacy and Disability legislation; NDIS Practice Standards; WHS regulations including Anti-discrimination, Bullying, and Harassment provisions; other relevant Acts and Regulations
- ✓ Computer skills – Intermediate Microsoft Office, and capacity to develop proficiency with relevant IT Platforms as required.

Highly desirable

- ✓ Highly developed people management and development skills

Qualifications

Essential

- ✓ Formal qualifications and extensive experience in the Disability, Business or a related field. In the absence of formal qualifications, a commitment to obtain a qualification within two years would be taken into consideration
- ✓ Current accreditation in Medication Administration, First Aid, Fire Safety, Manual Handling, or the capacity to gain competency within the first 3 months of employment.

Other Requirements

Essential

- ✓ Working with Vulnerable People registration
- ✓ Successful completion of the NDIS Worker Orientation module
- ✓ Access to a reliable and roadworthy car for work purposes, comprehensive insurance, and a valid Tasmanian Driver's Licence (car)
- ✓ Access to smartphone or other device with internet access
- ✓ Satisfactory completion of a pre-employment health check
- ✓ Availability to undertake on-call duties out of business hours

Desirable

- ✓ Ability to represent Montagu outside of typical business hours and undertake occasional intrastate travel

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Salary and Award

Conditions as per Montagu Collective Agreement 2015. Assistant Manager position equates to Level 4 of SCHADS Award

POSITION DESCRIPTION APPROVED:

CEO Signature:	
CEO Name:	
Date:	

POSITION DESCRIPTION ACCEPTED: I have read, understood and accepted the position of Team Leader as described in this document.

Name:	
Signature:	
Date:	

Position Description

ATTACHMENT: ORGANISATION CHART

