



Position Description

Service Manager

Wesley Home and Residential Care

July 2018

Agreement

Signed – Manager

Signed – Employee

Date

Date

Do all the good you can
because every life matters



Service Manager

Wesley Home and Residential Care

1 Overview of Wesley Mission

Wesley Community Services Limited, a company limited by guarantee pursuant to the Corporations Act 2001, is a Public Benevolent Institution operating as Wesley Mission to deliver services and programs to provide direct relief of poverty, sickness, suffering, distress, adversity, disability, destitution, and helplessness in New South Wales and other parts of Australia as inspired by the work of Jesus Christ in word and deed. Our vision is to:

“Do all the good you can, by all the means you can, in all the ways you can, in all the places you can, at all the times you can, to all the people you can, as long as ever you can”.

Out of Christian love and compassion we are driven by Christlike servant hood, unfailing integrity and courageous commitment.

The organisational plan is based on four key result areas, namely:

- our clients
- our people
- our operations
- our financials.

Our position descriptions and performance plans are aligned with these four key result areas.

2 Overview of Wesley Home and Residential Care

Wesley Home and Residential Care believes in providing every opportunity for people to live happy and fulfilled lives. We are committed to finding innovative and flexible ways to provide quality services for people while providing them with ways to learn develop and achieve their goals.

The Wesley Home and Residential Care team delivers services in the following areas

- Residential Aged Care
- Home Care
- Disability Services

3 Overview of role

The Service Manager has the responsibility for managing service delivery to clients within either a number of group homes or centred based services in the portfolio. The Service Manager will work collaboratively to improve and develop the service(s) to ensure the clients they support have every opportunity to achieve their goals and be physically and socially included as equals in the community.

4 Relationships

Reports to: Operations Manager



Direct reports: Practice Leaders

Support Workers

5 Major role responsibilities

5.1 Our clients

- ensure that the clients are the focus of all activities related to the functioning of the service
- ensure that there are processes in place to regularly assess, plan and evaluate individualised client support in accordance with Wesley Mission policies and utilising a case management framework
- ensure open communication with client's family or other supports
- report any changes in the needs of clients
- assist in the statutory reporting of allegations to the NSW Ombudsman in consultation with the Operations Manager
- ensure that there are sufficient resources to deliver safe client outcomes
- ensure that clients medical and allied health needs are identified and addressed
- monitor a range of client indicators to identify trends and action as required
- ensures that vacancies are communicated in a timely manner
- work collaboratively to transition new clients.

5.1.1 Performance Measures

- regular reporting of agreed indicators
- all clients have their support needs identified and appropriate documented actions to meet those needs recognising that this may be at different intervals for different clients
- clients and their significant others express satisfaction with the service provided

5.2 Our people (our team)

- ensure that the home or centre is staffed with appropriately skilled and qualified staff to meet the needs of clients and in line with their NDIS plan
- creates a team culture of inspiration and passion for Wesley Mission
- promotes and ensures adherence to Wesley Mission brand by all members of the team
- monitor and manage allocation of activities and resources to support delivery of Wesley Home and Residential Care Business Plan
- ensures all Human Resource (HR) policies and procedures are understood and adhered to, seeking consultation with the Centre Manager and HR department as required
- sets KPI's for individual staff members and document within Employee Contribution and Development Plans



- conduct and document meetings with direct reports and facilitate feedback to ensure employee satisfaction and performance
- ensure position descriptions are kept up-to-date and provide staff with clear role expectations, career training and development and career growth opportunities
- regularly reporting into your manager on team issues such as resourcing needs, performance, training/development, disciplinary action, leave, Work, Health & Safety issues etc
- identify and recommend opportunities to increase team satisfaction
- attend all scheduled meetings and conduct regular meetings with your team.
- conduct competency assessments as required.

5.2.1 Performance Measures

- 80% worker retention rate within direct reports
- high worker engagement as demonstrated through staff satisfaction surveys

5.3 Our operations

- ensures that there are effective systems in place to manage the day to day activities within the home
- manage concerns and complaints in consultation with the Disability Service Delivery Manager as required
- provide after-hours support as required on a rotating roster basis
- ensure there are regular meetings for both staff and clients
- ensure there is high quality documentation including file notes
- encourages an active continuous improvement culture
- ensures that any incident that may require reporting within the compulsory reporting guidelines are identified and escalated to the Disability Service Delivery Manager in a timely manner
- responsible for ensuring a safe and healthy work environment through the reporting of hazards, incidents and accidents
- ensure preventative and reactive maintenance occurs in each home as required
- be an advocate of the Wesley Mission brand, ensuring brand compliance and use of correct templates.

5.3.1 Performance Measures

- minutes of meetings available
- reporting requirements are met
- audits completed as required
- professional Wesley Mission brand presentation



5.4 Our financials

- understands and uses financial resources appropriately and consistent with the portfolio business plan and budget
- identifies variances to budget and any corrective actions required
- maintains accountability for the home's payroll and accounting functions
- works collaboratively with the Operations Manager to develop budgets
- identifies opportunities for the development of the home's services

5.4.1 Performance Measures

- achieve budget targets

6 Professional responsibilities

- as directed, other activities to support the delivery of the Wesley Home and Residential Care Business Plan and Wesley Mission Strategic Plan, as requested by your manager
- as a worker, be responsible under the Work Health & Safety Act for the health and safety of all persons they come into contact with, during employment. All hazards and injuries must be reported through the normal process as set out in Wesley Mission's Work Health, Safety and Rehabilitation Quality Management System and site procedures
- participate in the review and maintenance of industry specific and internal audit processes, as per Wesley Mission's standard policy and procedures
- in relation to Wesley Mission and the Uniting Church in Australia, attend such functions, meetings, seminars, training courses as directed by your supervisor
- in relation to Wesley Mission attend worship services as encouraged by your supervisor
- participate in Wesley Mission's Employee contribution and development process
- take responsibility for personal career development and training
- participate in Wesley Mission's Orientation and ongoing learning and development program, so as to gain an understanding of, and promote, the application of the EEO, Affirmative Action, Privacy Act, Work Health & Safety Act and other relevant legislation
- administer Wesley Mission's philosophy of care and other relevant policy documents as appropriate
- demonstrate responsible stewardship of all resources, and willingness to report impropriety in keeping with the values of Wesley Mission
- ensure the reputation and integrity of Wesley Mission are maintained at all times
- maintain confidentiality.



7 Selection criteria

To be successful in this position, candidates must possess the following:

Demonstrated behaviours

- willingness to affirm Wesley Mission's vision, mission and values and enthusiastically advocate our Word and deed ministry
- ability to engage and inspire a passionate team through clear decision making and the provision of a supportive and collaborative management style
- demonstrated ability to work unsupervised as well as an effective team player with a positive can-do attitude
- relates well to a range of people with sound listening and problem solving skills
- confident professional with strong initiative and business acumen
- displays emotional maturity and resilience.

Essential skills/knowledge

- Certificate IV in Disability or equivalent
- Frontline Management qualification
- demonstrated experience in a similar position
- working knowledge of the National Disability Standards and National Disability Insurance Scheme
- experience in managing internal and external stakeholders to achieve set objectives
- proven organisational skills, ability to multi-task, prioritise workloads and meet deadlines and budgets
- demonstrable skills in conflict resolution and change management
- experience in managing and developing a team for superior performance
- thorough attention to detail
- excellent written and oral skills, public speaking and presentation capabilities
- outstanding interpersonal skills, flexible, patient and the ability to relate well to all levels of society that Wesley Mission interacts with
- proficient computer skills in Microsoft Office.

Desirable skills/knowledge

- not for profit management experience
- an appreciation of the challenges involved in managing a diverse workforce within a not for profit environment.