

POSITION DESCRIPTION

POSITION TITLE:	OPERATIONS MANAGER- ALLIED HEALTH		
COMPANY DIVISION:	genU Residential & Individual Supports	UNIT:	Customer Support and Centralised Planning
OFFICE LOCATION:	Geelong		
REPORTS TO:	Manager		
OTHER PROFESSIONAL RELATIONSHIPS:	<ul style="list-style-type: none"> • genU Teams; including Intake Team, Centralised Planning Team and Aged Care Team • Management, Executive Team and other leadership teams • Finance team • People & Culture team • National Disability Insurance Agency Staff • Disability and Mental Health Community Services • Mainstream services 		
CLASSIFICATION & CONDITIONS:	Common Law Contract		
STATUS:	Approved		

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 centered 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

POSITION:

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

GENU VALUES

VALUE	BEHAVIOURS
Welcoming	You're part of our family
Respectful	We will treat you the way we would want to be treated
Integrity	Earning your trust by always adhering to our values
Courageous	We bravely drive innovation and advocacy to assist you to live the life you choose
Excellence	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 Residential and Individual Supports (RIS) is a division of genU which provides a range of services and supports to people who are retiring, for people who have a disability and people who are aging. genU Residential and Living includes Costa House Residential Aged Care (RAC), Shared and Respite Living, Supported Residential Services (SRS), Retirement Living, Social Housing and all in home and other individual supports for clients of genU. genU are a registered aged care, retirement living and disability provider supplying services throughout Australia.

PURPOSES OF THE POSITION

The position of the Operational Manager, Allied Health is to manage a multi-disciplinary team providing high-quality allied health support. The Allied Health Operations Manager will draw support a team of staff to complete targeted assessments and therapeutic interventions details in the clients' individual support plans.

The Allied Health Operations Manager will also provide direct therapy support to participants of the National Disability Insurance Scheme, Commonwealth Home Support Program and Fee For Service clients, in their area of expertise to participants of the National Disability Insurance Scheme. The Allied Health Operations Manager will operate within the NDIS Framework to complete all relevant specialist assessments including functional independent living skills assessments, develop individual skills development plans and work with the clients' support network to build capacity within activities of daily life

The Key Accountabilities of the position are;

- Complete the key responsibilities of the position under limited direction and exercise managerial responsibility for the Allied Health team.

POSITION:

- Develop operational policies, practices and guidelines as required; ensuring organisational activities and outcomes are achieved.
- Establish, maintain and grow customer relationships with internal and external stakeholders.
- Monitor service delivery standards assessing the quality of participant outcomes, potential risks and complaints management.
- Ensure compliance with funding arrangements and service agreements.
- Support and lead allied health practitioners to meet participant goals, align to the indicators in the operating model and the role requirements articulated by the National Disability Insurance Agency.
- Provide leadership, assistance and expert advice to other employees and branches.
- Provide reports to the Manager including analysis of performance, compliance, risks, attainment of targets and budget outcomes.
- Well-developed interpersonal skills are required in order to be able to resolve organisational issues, negotiate contracts and develop and motivate staff.

SUMMARY OF POSITION RESPONSIBILITIES

The position is directly responsible to the Manager for key accountabilities and the achievement of Key Performance Indicators.

KEY RESULT AREAS

- Manage the team's delivery consistent with the various Allied Health disciplines, individual support needs and various funding bodies.
- Undertake significant projects and/or functions involving the use of analytical skills,
- Undertake managerial and specialised functions in order to achieve divisional and organisations goals,
- Exercise management control involving planning, direction, control and the evaluation of operations which include analysis and interpretation,
- Undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and exercise of judgement.
- Support setting targets and performance indicators, monitoring and reporting on these monthly.
- Assist and participate in the continuous improvement of genU programs, including audits, surveys and meetings.
- Exercise autonomy in establishing the operation of the work area.
- Provide consultancy to a wide range of people, including participants, external stakeholders and other areas of the organisation
- Complete specialist assessments for the purpose of developing individual goal-focused plans for the purpose of developing and increasing clients' capacity within their activities of daily living, independent living skills and community participation.
- Roster against allocated NDIS Funding for Occupational Therapist supports provided to ensure that services remain within budgets allocated by NDIA and that payments for all services provided are received.
- Use a strengths based approach when working with clients to establish a Support Plan with the client and other relevant stakeholders
- Maintain written records of interventions with and/or on behalf of children and their families.
- Roster against allocated supports to ensure that services remain within budgets allocated by the relevant funding bodies

POSITION:

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:

- Mandatory: Tertiary qualifications in Occupational Therapy (Degree), Physiotherapy or Speech Pathology
- Registration with relevant governing body (eg. AHPRA)

Essential:

- Strong focused and collaborative leadership capability.
- Experience managing people in the human services sector.
- Comprehensive knowledge of delivering services to people living with a disability and/or mental health support needs.
- Sound interpersonal and communication skills with the ability to deal with a diverse range of people and situations.
- Comprehensive knowledge of relevant legislation, policies and procedures.
- Detailed knowledge of all program activities and work practices relevant to genU;
- Comprehensive understanding of safe work practices, WHS guidelines and regulations and manual handling procedures
- Ability to work with limited direction, autonomously and as part of a team, incorporating effective planning, time management and organisational skills to achieve quality outcomes.
- Demonstrated capacity to work with a broad range of internal and external stakeholders
- Demonstrated commitment to customer services, with a continuous improvement focus.

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.