

Avenue

POSITION DESCRIPTION

Job Title	Assistant Manager - Behaviour Support	Division / Location	Avenue Management Avenue+ (Frenchs Forest)
Date Updated	29 June 2021	Career Band	Management
Reporting & Requirements	<ul style="list-style-type: none">● Reports to: Avenue Manager, Behaviour Support Manager● Direct Reports: Social Coordinator/s, Team Coordinator/s, Learning Coordinator/s, Senior Support Worker/s, Support Worker/s.● Member of: Avenue Management Team● Required to: Limited Sydney based travel		
Role summary	<p>The Assistant Manager is responsible for managing and overseeing every aspect of the Avenue coworking space. The Assistant Manager must apply high-level administration, operational, people management and leadership skills to drive a committed workforce to deliver best practice supports for people with disability.</p> <p>The Assistant Manager contributes to the training and development of staff, overseeing the provision of person-centred, positive behaviour support according to NDIS Quality and Safeguards Commission requirements.</p> <p>Avenue+ is an industry leading day program, empowering people with disability who require complex behaviour support, to make meaningful contributions through work-based activities. Both the Work and Social aspects of Avenue+ have been carefully designed to allow for a personalised approach to participation. This ensures each individual and their needs are put first, resulting in a rewarding experience of continued learning and personal growth.</p> <p>Key areas of accountability include:</p> <ul style="list-style-type: none">● Participant Support Management● People Management and Training● Reporting and Risk Management● Operations Management● Values and Behaviour.● Health, Safety and Wellbeing.		

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Core accountabilities

<p>Participant Support Management</p>	<ul style="list-style-type: none"> ● Assist the Manager to lead the day-to-day management of Avenue’s participants, including: <ul style="list-style-type: none"> ○ Generating and delegating work of the day for participants in line with the Avenue program. ○ Closely overseeing staff to ensure that all aspects of managing Avenue+’s Work and Social programs are executed to a high standard ○ Ensuring compliance with Avenue and Fighting Chance policies and procedures, and relevant industry codes at all times, including Workplace Health and Safety. ● Work alongside the Manager, Community Engagement Lead and Behaviour Support team to complete risk assessments and interpret and implement behaviour support strategies specific to the individual in the Avenue+ setting. ● Assist the Avenue Behaviour Support Manager to provide specialist advice, guidance and support to staff based on Positive Behaviour Support best practice principles to ensure a positive, supportive, and inclusive environment for all participants. ● Assist in the provision of professional support to staff, stakeholders and families to ensure competent understanding and awareness of challenging behaviours and the effective implementation of behaviour support plans. ● Work with the Community Engagement Lead to coordinate and host tours for prospective participants from within the coworking space’s catchment area. ● Closely oversees staff to ensure that: <ul style="list-style-type: none"> ○ Participants are appropriately supported to engage in tasks that align with their personal plan goals. ○ They are correctly implementing behaviour management plans and employing positive behaviour support strategies ● Take leadership during incidents, working with staff to manage and resolve situations with participants, families, and other relevant people; consistently debrief with the team to establish learnings and report back to the Avenue+ Manager. ● Provide ongoing support and counsel to participants and families to manage issues, grievances, feedback in relation to Avenue, but also provide support and counsel more broadly within the Fighting Chance ethos. ● Establish strong working relationships with allied health professionals and other stakeholders (internal and external) to ensure collaborative, positive relationships.
<p>People Management and Training</p>	<ul style="list-style-type: none"> ● Role model to a high standard the policies and procedures, values and leadership standards of Fighting Chance - build a ‘yes’-based culture and a strong positive energy about the future of the Avenue coworking space and Fighting Chance. ● On a daily basis, coordinate staff as per the roster, including assigning staff, managing the ratio of staff to participants and managing staff breaks. ● Assist in the management of staff; maturely and professionally managing any grievances, conflicts and personal issues of staff. ● Coach staff according to the direction of Avenue’s Behaviour Support Manager to implement a consistent approach to behaviour management. ● Ensure that all internal and external staff training and qualifications are complete and up to date.

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	<ul style="list-style-type: none"> Proactively lead a team, to ensure a high standard of employee engagement including daily debriefs with the team and managing fatigue/burn-out. Contribute to effectively selecting, retaining and developing talent, experience and skills to help build a strong workforce.
Reporting & Risk Management	<ul style="list-style-type: none"> Management reporting to the Avenue Regional Manager and Avenue Behaviour Support Manager including capacity reports, a summary of WHS and Incidents, and any other reports required by the Strategic Management Group and/or Board and external stakeholders (e.g. NDIS). Collaborating with the Behaviour Management Team to complete any NDIS reporting requirements
Operations Management	<ul style="list-style-type: none"> Assist the Manager to manage Avenue's operating environment in alignment with Avenue Manager's guidance to enable streamlined and efficient delivery of Avenue programs and services, including: <ul style="list-style-type: none"> Maintenance, administration and roll-out of policies and procedures Oversight of workplace health and safety procedures and reporting Oversight of all industry codes, compliance, and relevant legislation that impact on service and program delivery Help to manage the Client Management System for Avenue+ Frenchs Forest including: <ul style="list-style-type: none"> Entering and maintaining all participant and staff information and records Producing and reviewing reports on billing (and other areas) to approve data entered by the Coordinators and other staff Taking a proactive approach to managing the Client Management System to ensure it meets the needs of the coworking space and a growing organisation Undertake rostering, including maintenance of appropriate staff to participant ratios. Coordinate the team, internal stakeholders and any relevant suppliers to ensure the facilities are functional, well presented, and welcoming at all times. Assist in overseeing the coworking space's daily financial management, including budgetary obligations, petty cash, credit card reconciliation, expense claims for staff members, etc.
General Duties	<ul style="list-style-type: none"> Constructively contribute and collaborate with all colleagues. With the Avenue+ Manager contribute to developing Avenue's annual budget and monitor and report on income and expenditure against targets. Participate actively in the Avenue Management Team, proactively contributing to the development and improvement of Avenue programs and services by feeding back learnings and suggestions on a regular basis. Perform other relevant duties as directed by Avenue Management within your level of training and/or competency.

<p>Values and Behaviour</p> <ul style="list-style-type: none"> Promote and role model appropriate behaviour to support Fighting Chance's culture, performance and brand

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- Actively support Fighting Chance’s commitment to the principles of diversity, inclusion and EEO
- Constructively contribute and collaborate with all colleagues
- Actively demonstrate the organisational values:
 - Our community is built on inclusiveness, equality and empowerment.
 - We approach everything we do with innovation and dynamism
 - Our social enterprises will always be responsive, sustainable and excellent
 - Our work will make a contribution and have an impact
- Deliver high quality work that supports our operating environment
- Demonstrate compliance with all legislation and policies and procedures

Health, Safety & Wellbeing

- Adhere to all health and safety policies and procedures of Fighting Chance and take all reasonable care that your actions or omissions do not impact on the health and safety of others.

Core Competencies

Qualifications and Experience	<ul style="list-style-type: none"> ● A relevant qualification and/or 2+ years previous experience in similar program/service delivery management in the community services sector. ● Experience in relevant areas of practice with people who exhibit challenging behaviours, intellectual and/or cognitive disabilities, particularly in the area of risk management and reporting. ● Understanding of mental health and trauma-informed practice. ● Understanding of working as a partner in the NDIA and NDIS planning processes.
Skills and attributes	<ul style="list-style-type: none"> ● High bandwidth for multi-tasking. ● Natural aptitude for and experience in delegation and managing people. ● Excellent communication and teamwork skills. ● Total commitment to the values, behaviour and culture of Avenue and Fighting Chance. ● A passion for (and/or experience with) working with people with disability. ● Possess a working knowledge of occupational health and safety practices. ● Demonstrated ability to support others in understanding the support needs of a person with complex behaviour support needs. ● Maintain a sense of calm and control during elevated stress levels in the Avenue+ environment
Other	Required to: <ul style="list-style-type: none"> ● Possess the right to work in Australia. ● Travel within Sydney on occasion (between coworking spaces and Fighting Chance Shared Services). ● Possess a current satisfactory NDIS Worker Screening Check and Working With Children Check. ● Possess a current unrestricted NSW driver's licence. ● Possess Provide First Aid (HLTAID003).

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This description defines the broad responsibilities of this position and may change based on organisational need.