**POSITION DESCRIPTION**

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| **POSITION** | **DIVISION** |
| Service Manager | Shared Living  |

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| **REPORTS TO** | **LOCATION** |
| Regional Manager | Single Complex Shared Independent Living Service, Baulkham Hills  |

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| **ROLES REPORTING TO THIS ROLE** |
| Community Support Workers |

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| **ABOUT THE ROLE** |
| The Service Manager is responsible for running the Shared Living Service and leading a team of up to (20) Community Support Workers. The Service provides a safe and supportive home environment for three clients with significant intellectual and physical disability who have a range of complex support needs. The Service Manager actively supports the clients in their home and community by delivering Person Centred Active Support and promoting quality of life and skill for life. The role of the Service Manager includes the following areas of responsibility:* Human Rights approach to person centred practices with clients
* Person led active support and a passion for practice leadership with clients
* A comprehensive understanding of client Behaviour Support Plans, work with and learn from clinicians and the ability to effectively coach each client’s plan strategies across a diverse team
* Respect, commitment to and an understanding of circle of support communication, management and a multi-disciplinary approach to client supports needs
* Team leadership and development of service staff
* Management, organisation of and administration of the service

Service Managers are employed under the Social, Community, Home Care, and Disability Services Industry Award (SCHADS) and the Sunnyfield Shared Living Group Home Enterprise Agreement. |

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| **KEY RESPONSIBILTIES OF THE ROLE** |
| **Client & Family/ Carer relationships*** Ensures clients and customers are respectfully listened to, understood and appropriately supported in exploring and addressing their needs, expectations and goals.
* Comprehensive knowledge of supports and services available.
* Contributes to positive relationships with relevant stakeholders, building a network of people as required.
* Focuses on a collaborative solution driven approach with the client need in the centre of all decisions.
* Supports the meaningful implementation of behavioural support plans and protocols, through providing data and insights to clinical teams and embedding the strategies and training provided by the clients’ clinical teams with the Service Community Support Workers.
* Provides de-briefs with relevant stakeholders after significant client behavioural incidents.
* Ensures team members possess the required knowledge and approach to situations flexibly and creatively. Seeks relevant training for staff when required.
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| **Personal Care, Skill Development and Support** * Ensures all duty of care and safety requirements are adhered to in respect to personal care, assistance with daily life, supporting people to participate and engage in their communities and related support, including the administration of medications.
* Ensures team members have an appropriate level of knowledge in supporting people with disability, and the skills to engage with clients.
* Assumes responsibility for training and continuous coaching of team members in active support and behaviour support. Including building an agile culture of person centred active support.
* Will lead and participate in the planning and development of service offerings/supports based in individual client preferences.
* Follows Sunnyfield’s Shared Independent Living Operations Manual guidelines.
* Reports all incidences and feedback in a timely accurate and effective way through Sunnyfield’s systems.
* Embraces a learning approach to continuous improvement in service delivery for clients and key stakeholders.
* Ensures properties are properly maintained, clean and acceptably presented.
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| **Community engagement and education*** Provides meaningful activities for each client in the home, based on their personal preferences, culture and lifestyle.
* Provides opportunity for clients to safely engage in new activities and experiences.
* Ensures a positive image of people with a disability and of Sunnyfield as a service provider in the community.
* Ensures team members build knowledge and strong working relationships with community groups, service providers and other agencies.
* Maintains a team understanding of formal and informal supports in the community relevant to each client.
* Under guidance, implement local community engagement activities and plans and utilise local networks.
* Collaborates across the organisation with peers and managers in other organisations.
* Respects, follows and coaches staff to follow the Families and Sunnyfield Communication agreement – as attached.
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| **Leadership and Teamwork*** Provides a culture where the team is engaged in participating in a multi-disciplinary approach to each clients’ support needs.
* Monitors and coaches for individual and team outcomes, achievement and performance.
* Coaches and mentors the Senior Support worker role / Team Leader Role within the service, ensuring capability skillset is developed around person centred active support and circle of supports collaboration.
* Ensures that the Senior Support worker role / Team Leader Role has a clear understanding of the management of the service to be able to provide support to the team and the Service Manager is able to effectively and collaboratively resolve conflict in the team or with stakeholders.
* Open to accept and respond timely to feedback and work in collaboration to find a solution that is in the best interest of the client.
* Ensures that the service operates to the NDIS service standards and the team is aware of these requirements.
* Provides operational or procedural direction and/or advice and ensures knowledge and information is shared.
* Able to effectively represent the team and participate as an effective team member.
* Shows commitment to ongoing skills development for the team by displaying strong coaching skillset.
* Promotes very clear team and individual objectives for team members.
* Shares knowledge and information with team members.
* Maintains and models personal and professional boundaries in line with the Sunnyfield Code of Conduct.
* Ensures team members clearly understand, can articulate and implement Sunnyfield Vision, Mission and Values and understands the organisations relevant policies, procedures and processes.
* Provides performance feedback and improvement opportunities for staff.

• Actively develops a culture of customer service within the team, ensuring all team members are focused on what is important to the clients, families and Sunnyfield.* Escalates issues appropriately and makes relevant referrals to more experienced staff.
* Able to act as a continuous improvement change agent.
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| **Operational Planning and Execution*** Ensures that all Client support plans are within date and meet the practice standards.
* Ensures that all client incidents are managed as per the Sunnyfield Incident Management procedure.
* Competent level of professional knowledge of relevant legislation, and external and internal requirements.
* Assists with the allocation of resources, rostering, and logistics to efficiently deliver services within agreed service, budget and staffing parameters.
* Collects, records and monitors data and other information on progress towards supporting and enabling people to meet their goals, guiding staff as required and escalating any areas of concern to the Regional Manager.
* Monitors contract requirements and delivery within own service delivery capability.
* Has plans in place designed to meet operational objectives for the team.
* Monitors and meets agreed targets for service quality and outcomes, within budget.
* Utilises systems to capture service data and optimise utilisation of staff.
* Informs and contributes to policy and procedure development for the service area.
* Manages, monitors and regularly reviews service provision and expenditure to meet budget expectations.
* Reports in a timely and regular manner to the Regional Manager.
* Liaises with the internal and external resources to assist address matters.
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| **Work Health and Safety*** Read and comply with Sunnyfield’s Code of Conduct, Policies, Procedures and Work Instructions.
* Take care at all times for the health and safety of yourself and others.
* Follow, contribute to and work in a culture committed to continuous improvement through active participation in quality and workplace safety and wellbeing initiatives, and the identification of areas for improvement.

**Other Duties*** There may be a requirement to perform other duties from time to time as required by Sunnyfield, so long as those additional duties are within your skills, competency, and training.
* As the role within Sunnyfield includes operating as part of a team, the expectation is to work as a team member, show appropriate behaviours and respect to all our employees and work with a spirit of co-operation.
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| **CORE SUNNYFIELD COMPETENCIES**  |
| Demonstrates Sunnyfield ValuesClient and Customer Focus | Ensuring AccountabilityTeamwork |

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| **KEY ROLE COMPETENCIES – Service Manager – Lindsay Street** |
| Fostering CommunicationManaging ResourcesPlanning and OrganisingNDIS funding Collaboration with Client Circle of SupportsSolid understanding of dignity of risk  | Problem SolvingTechnical CapabilityPositive Behaviour Support Human Rights based approachClient Case management Solid understanding of a multi-disciplinary approach  |

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| **KEY RELATIONSHIPS** |
| **Internal**  | **External** |
| * Clients
* Team Leaders
* Community Support Worker
* Administrative and support staff
* Regional Manager
* General Manager
 | * Parents/Families/Carers and Guardians
* Allied Health Care professionals
* Local and Community services
* ADHC/NDS/NDIA and other government departments
* NGO’s
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| **KEY SELECTION CRITERIA (required/preferred/desirable)** |
| **Education**Relevant Tertiary Qualifications, specifically Medical, Nursing or Allied Health Care profession such as behaviour support,  |
| **Experience*** Minimum three year experience in the disability (or similar) sector in a leadership or management position.
* Experience developing, implementing and monitoring programs.
* Human Services experience required.
* Behaviour support experience required*.*
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| **Skills, Knowledge, and Abilities*** Demonstrated experience in the development and performance management of a team and understanding of relevant industrial instruments.
* Effective verbal, written communication skills and interpersonal skills.
* Experience in operating a service to budget and money management skills, e.g. Petty cash and budgets associated with the house roster.
* Broad knowledge of services for people with disabilities including a good working knowledge of the NDIS and disability standards.
* Excellent organisation and time management skills, and the ability to multi-tasks and work within timeframes.
* Demonstrated experience in using Microsoft Office and mobile devices and applications.
* Awareness and acceptance of NSW Disability Services Act 1993, NSW Disability Service Standards, Disability Services Act 1991 (ACT), Disability Services Regulation 2014 (ACT), Disability Services Approved Standard 2014 (ACT) and NDIS legislation and regulations and other relevant legislation.
* Proven ability to establish networks and communicate effectively with a diverse range of people.
* Ability to problem solve, deal with challenging situations.
* Flexibility in the working environment.
* Ability to complete duties that may involve heavy lifting, manual handling, or repetitive work.
* Ability to act as a professional and remain calm, depersonalise even when dealing with difficult situations and conversations/correspondence.
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| **Certifications and Clearances*** Current First Aid certificate
* Current Drivers licence in applicable state or territory
* Satisfactory Disability Worker Check, National Police check, Working with Children Check clearance, Functional Assessment Clearance
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I have read, understood and agree to comply with the requirements of the Position Description (as outlined above) and any assigned objectives.

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| **Name:** |
| **Signature:** |
| **Date:** |