

POSITION DESCRIPTION

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| Position Title | Business & Development Manager NDIS Program | |
| Position Status | Fixed Term Contract | |
| Reports To | CEO | |
| Department | NDIS Program | |
| Location | 165 – 169 Brunswick St, Fitzroy VIC | |
| Direct / Indirect Reports | Direct: 12 | Indirect: 2 |
| Award & Classification Level | SCHADS Award 2010 Social & Community Services Employee | |
| Date Reviewed | 27/06/2022 | |
| Next Review Date | 27/06/2022 | |

Mission Statement

Inspired by the spirit of the Daughters of Charity, St Mary's House of Welcome seeks to further Social Justice by standing with disadvantaged people offering support, solutions, and hope.

Vision

St. Mary's House of Welcome will be universally acknowledged as a professional, cost efficient and effective organisation providing relevant services to the homeless and disadvantaged in accordance with the Vincentian Spirit.

Leading practice, effective partnerships, industry connectedness, secure public and private funding and the pursuit of opportunities to establish satellite services will be operating hallmarks.

St. Mary's House of Welcome will be a voice for its clients, a fearless advocate for their rights with a commitment to empowerment and restoring independence.

Values

Respect | Relationships | Welcoming | Hopefulness | Responsiveness

POSITION PURPOSE

The Business & Development Manager - NDIS Program will lead and grow the NDIS psychosocial disability program and lead a high performing team to deliver safe and dependable client experience. The Business & Development Manager - NDIS Program will have a key role in building the culture, mission alignment, growth and reputation of the program.

Responsible for leading the NDIS program team, business and revenue growth and development. This position will ensure that all existing participants are supported consistent with the NDIS Practice Standards. This position will also work to ensure that systems and processes are adapted to meet NDIS requirements. This includes NDIS Practice Standards, the NDIS Code of Conduct and requirements for incident management, scheduling of services, complaints management, worker screening and behaviour support.

The role is focused on providing a quality engagement experience for staff, contractors and volunteers and in doing so facilitating service delivery outcomes which support the mission and enhance the reputation of SHMOW.

SPECIFIC ACCOUNTABILITIES

Include but are not limited to:

People & Capability

- Management of roster and optimal staff utilisation against billable hours.

- Mentor and lead the NDIS Services Team, including their professional development, regular feedback and guidance and performance management. Ensure supervision and performance development plans with each NDIS staff member.
- Responsible for implementation of an induction program that reflects current sector demands and the requirement of the NDIS Practice Standards.
- Responsible for a NDIS services team learning and development plan
- Lead monthly team meetings with NDIS team.
- Ensure employees, contractors and volunteers are mentored, supported and provided with professional development as required.
- Ensure all administrative tasks are undertaken accurately and in line with SMHOW case note writing and client file management policies.
- Promote a safe, effective and efficient multidisciplinary working environment and facilitate effective communication and collaboration across service delivery teams.

Agency Responsibilities

- Engage with relevant external stakeholders including government departments, the NDIA, LAC providers and represent the agency at appropriate network meetings as and when required
- Monthly program reporting against NDIS business plan, resources and quality of care.
- Provide support and advise the CEO on service delivery matters.
- Actively contribute as a member of the leadership team and participate in organisational decision making.
- Work in collaboration with SMHOW communications team to develop marketing and promotional materials and opportunities.
- Maintain knowledge of the NDIS, psychosocial disability and mental health sectors and policy directions.
- Liaison with Primary Health network, NDIA and service agencies.

Financial sustainability

- Monitor monthly profit and loss financial reports comparing actual expenditure against budget.
- Monitor and assist NDIS staff to record and bill client contact/support hours.
- Accountable for meeting agreed KPIs and monitoring and reporting on underutilisation of individual client NDIS funds / plans against service provision
- Responsible for mentoring the team in understanding unit costs, service quoting, pricing and budget control.
- Responsible for the NDIS service budget in collaboration with the SMHOW Executive Manager Finance & Corporate Services and CEO.
- Provide monthly reports to the CEO and leadership team with commentary and analysis.
- Ensure that all vehicles, telephones and other SMHOW resources are being utilised appropriately and reported on within the relevant policies and procedures.
- Complete and monitor service bookings for participants on PRODA.

Quality Assurance & Work Health & Safety

- Programs implemented to balance dignity of risk vs duty of care requirements for clients and SMHOW.
- Implementation of systems and processes that are efficient, demonstrate agility in responding to clients' choices, and comply with risk management principles including WH&S.
- Responsible for ensuring direct reports understand responsibilities and delegations of quality assurance and WHS.
- Report any incident, injury or near misses ensuring incidents are investigated in a timely manner and participate in the resolution of safety issues.
- Review and improve practice and outcomes for clients and lead the NDIS Practice Standards accreditation cycle.
- Obtain feedback from clients and staff regarding their views on current service delivery.
- Monitor risk register and update with CEO.

Service Planning, Development, Review & Data Reporting

- Actively contribute to SMHOW planning, reporting and review processes and development a viable and effective NDIS business plan.
- Ensure that staff understand the agency planning/ reporting process and operational tasks.

- Co-ordinate the SupportAbility client case management system and collaborate with the Finance team to create a bulk claims process.
- Oversee caseload of participants for support workers and support coordinators.
- Provide ongoing guidance to allocation and team utilisation and recruitment.
- Ensure SupportAbility training of new staff, monitor staff utilisation and prepare monthly reports as required.
- Manage staff reporting, investigation and timely lodgement of incident reports and notification to the NDIS Quality and Safeguard Commission where required.
- Ensure all customer feedback, concerns or complaints are dealt with in a timely fashion and in accordance with SMHOW policies and framework.

Other Tasks

- Other duties consistent with the position where required and/or requested by the CEO from time to time.
- Responsible for risk identification and reporting.
- Contributes to and undertakes quality improvement initiatives relating to the program and organisation.
- Participate as part of the SMHOW senior management team.

POSITION DIMENSIONS / PERFORMANCE TARGETS

| Position Dimensions | Performance Targets |
|--|---|
| Mission & values | <ul style="list-style-type: none"> • To set the standard to align mission, values and performance |
| People & Capability | <ul style="list-style-type: none"> • Staff and contractor wellbeing and safety is managed aligned to mission and standards. • Staff leave plans and absenteeism management. • Staff effectively and accountable to the key result areas of their position descriptions. • Regular feedback and development opportunities are provided to the Team with at least one area of professional development identified annually for each person. • Staff, contractors and volunteers supported and mentored as part of the team. • Staff respect and value one another's roles and work together harmoniously to ensure that clients achieve their outcomes. |
| Financial sustainability | <ul style="list-style-type: none"> • Clients are supported to maximise expenditure of their NDIS funding and achieve their goals. • The NDIS Team achieve 81% utilisation of their billable hours. • NDIS bulk claims process working effectively. • Monthly P&L reports show income and expenditure is in line with projected budget. • Monthly reports include commentary and analysis. • Develop action plans where variance identified to bring back to break even. |
| Service Planning, Development, Review & Data Reporting | <ul style="list-style-type: none"> • Development of an effective NDIS Business Plan and evidence of quarterly review and reporting. • Revision of annual contract plans and compliance. • Full implementation of SupportAbility and staff utilisation targets. • Effective management, investigation and reporting of complaints and incidents. |
| Agency Responsibilities | <ul style="list-style-type: none"> • Relationships with key stakeholders successfully support strategic objectives of SMHOW. • CEO is well informed and supported to address key service delivery issues. • NDIS services are informed by best practice and sector policy directions. • A marketing strategy is developed annually in partnership with the SMHOW communications. |
| Quality Assurance & WHS | <ul style="list-style-type: none"> • Regular client risk assessments are undertaken by the NDIS team. • WHS incidents and risk mitigation principles reported monthly. |

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| | <ul style="list-style-type: none"> • Evidence of continuous improvement in service delivery. • SMHOW maintains accreditation against the NDIS Standards. • Feedback from clients and staff regarding their views on current service delivery is obtained. |
| Other ad-hoc tasks | <ul style="list-style-type: none"> • Evidence of working collaboratively within SMHOW. |

RELATIONSHIPS

| Internal | External |
|--------------------------|---|
| Leadership team | Other NGO's |
| NDIS Steering Committee | NFP and faith-based organisations |
| Manager Mission & People | NDIA, PHN, LAC Providers, Homeless and AOD services |
| Key staff & Volunteers | Donors and supporters |

EXPERIENCE / QUALIFICATIONS

| Experience | Qualifications |
|--|---|
| 3+ years demonstrated experience in disability services and/or health industry knowledge and similar experience in an NFP organisation management role | A tertiary qualification in management or a related discipline. |
| Demonstrated experience in delivering superior customer experience and client outcome | Management qualifications (desirable) |
| Demonstrated ability to influence internal and external stakeholders | |
| Demonstrated experience of the NDIS system and processes. Knowledge of the NDIS and/or previous experience in the mental health/disability/community sector will be highly regarded. | |
| Experience in exploring and implementing technology solutions are desirable | |
| Knowledge of the disability sector | |

SKILLS

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| Strong analytical and strategic thinking skills | Excellent communication and high-level interpersonal skills |
| Excellent report writing skills | Attention to detail |
| Good organisational and project management skills | Excellent skills in MS Office |
| Experience in motivating, developing and guiding direct reports, support productive working relationships and creating flexible, responsive environments. | High level customer/sales and networking/marketing service skills |

KEY LEADERSHIP COMPETENCIES

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| Organisational leadership | Ensure execution of results |
| Use insights to build relationships and inspire trust | Innovate |
| Resilience | Client focussed |
| Cultural awareness | Accountability |

NOTES

- Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive. SMHOW may require you to undertake additional responsibility's or work in other areas to those outlined in this position description subject to business requirements and your skills and competencies.
- A statutory requirement of every role requires that you ensure awareness and compliance with all relevant legislation that impact your work area, such as Work, Health and Safety.

▪ You must ensure that:

- all activities are conducted in accordance with relevant SMHOW policies, procedures and practices;
- uphold ethical standards and values and act with honesty, integrity and good faith at all times;
- ensure that you act in ways that advance the organisation's objectives, values and reputation.

INCUMBENT STATEMENT

I _____ (Incumbent Name) have read, understood and accepted the above
Position Description.

Signed: _____

Date: ____/____/____

Manager Name: _____

Date: ____/____/____

Signature: _____