

POSITION DESCRIPTION

Position Title:	Service Manager
Division:	Operations
Position Reports to:	Group Manager
Direct Reports:	Disability Support Workers
Classification:	Standard Conditions of Employment (SCoE)
Band	Band E
Approved by:	Group Manager
Date Approved:	January 2022

Position Overview

The Service Manager is responsible for operational management of one or more supported accommodation or facility-based respite services to ensure the provision of:

- leadership in the delivery of high quality of life outcomes for people with disability (and their families where appropriate)
- management coaching and support to a team (or teams) of disability support workers
- overall performance of the service' meeting targets identified in annual work plans
- promotion of community inclusion and person directed support that exceeds the minimum disability standards and delivered within available resources

This role includes a component of rostered after hours on-call.

Key Responsibilities

Specific Role Responsibilities

Outcomes for People with Disability

- Person-centred/directed plans in place for every customer according to support need (including support plans, behaviour support plans, medical support plans)
- Evidence of quality-of-life outcomes achieved for each customer according to their preference, choice and direction
- Evidence through a formalised feedback mechanism that customers are exercising maximum choice and control
- Evidence that families and advocates are involved and kept informed of key activities (where appropriate) according to the need and choice of the customer
- Outcomes and measurable targets with annual quality and management plan (developed in conjunction with customers, families and staff) for the service are met

Practice Leadership

- Demonstrated person-centred values and attitudes in line with Yooralla's values, vision and strategic directions.
- Agreed set of standards and objectives for the service, developed by customers and staff, implemented and monitored

- Mentor, train and/or coach each staff person within the team to deliver consistent high-quality Person-directed support
- Demonstrated team approach to delivering high quality supports
- Coordinated and facilitated effective staff meetings used as a key forum for facilitating teamwork, enhancing staff relationships, canvassing opinions and communicating information.
- Annual professional development and wellbeing plan developed and implemented with measurable outcomes that enhance service leadership

Quality and Innovation

- Demonstrated positive working relationships with customers, their families, all departments of Yooralla and the broader sector that enhance quality outcomes for people with disabilities
- 100% compliance with legislative requirements
- Identification and promotion of new ways of doing things that enhance the quality of life of the people with disability; respond to challenges with innovative ideas and solutions
- Successful outcomes from internal and external audit outcomes underpin a culture of continuous improvement within the service
- Demonstrated networks in place both within Yooralla and in the community with key partners, services and organisations that lead to measurable outcomes for customers
- Annual quality plans developed and implemented based on a continuous improvement approach - identifying opportunities for services involvement in strategic planning for the organisation
- Demonstrated positive working relationships in place with key contacts within DHHS that enable opportunities for mutual growth, development and support
- Participation on a range of key working groups within Yooralla and/or the sector

Service Management

- Each staff member has the confidence and competence to meet the accountabilities of their key work areas in a way that promotes the rights, choices and dignity of people with disability
- Each staff member has an annual professional development and wellbeing plan in place to meet the ongoing accountabilities of their role.
- Formal monthly supervision provided to each staff member
- Demonstrated capacity to manage poor performance either with individual staff or within the team
- Succession planning in place within the team with appropriate levels of training provided to ensure capability.
- Full responsibility for staffing within the service including (but not necessarily limited to):
 - Recruitment
 - Rostering
 - Casual staff management
 - Staff training
- Full responsibility for financial outcomes for the service including (but not necessarily limited to):
 - Setting of the annual budget
 - Monthly monitoring against budget
 - Management of casual and agency staff costs
 - Flexibility within rosters or staffing levels to meet customer needs
- Full responsibility for:
 - the monitoring, recording and reconciliation of customer and provisions funds.
 - the wellbeing of staff and customers within the service meeting all occupational health and safety standards
 - meeting reporting and compliance requirements the reporting services, customers and staff are identified, managed and regularly reviewed using data to improve both the quality and sustainability of services
- Demonstrated compliance within each reporting service of Yooralla's policies, procedures and strategic directions.

Selection Criteria

Mandatory Requirements

- NDIS Worker Screening Check
- International Police Check (if required)
- A current HLTAID011 First Aid + CPR Certification
- A current Australian drivers licence
- Preparedness to undertake a psychometric assessment to assess suitability for employment

Qualifications

Relevant tertiary qualifications and/or significant experience in the human services area

Professional Experience

- Demonstrated ability to manage financial and staff resources in a complex environment, as well as the ability to effectively manage the wide range of issues, which arise while responding to the diverse and equally important, needs of all stakeholders
- High level knowledge of Disability Services and other relevant legislation, Disability Service Standards and staff management principles are essential
- Commitment to a philosophy of person-centred service delivery, social justice and an environment of trust
- Significant understanding and expertise in, and a commitment to the delivery of services to people with a disability in line with the guiding principles of the State Disability Plan 2013 - 2016
- Ability to initiate and maintain contacts with a broad range of people and community organisations to ensure customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer/s
- Significant knowledge of, and ability to support staff to implement contemporary approaches to the rights and support needs of people with disability
- Significant and appropriate experience in working with people with intellectual, physical, multiple disabilities or
- Acquired brain injury (ABI), including in the development of person-centred plans that are designed to support people with a disability to achieve their personal dreams and aspirations

Personal Skills and Attributes

- Demonstrated capacity to lead a team(s) of staff, encouraging them to reach their full potential
- Excellent communication skills, both written and verbal, as well as "people skills"
- Excellent initiative and self-directed work practices as well as highly developed organisational skills
- Problem solving in this position requires well developed analytical, interpretive, evaluative and/or constructive and creative thinking
- Demonstrated ability to work effectively in a complex matrix environment with all staff, customers and stakeholders.
- Proficient computer skills including Microsoft Office

About Yooralla

Yooralla is Victoria's most established and recognised for purpose disability service provider with more than one hundred years of experience offering high quality support services to people with disability. We work in partnership with people with disability, their families and carers to enable them to live the lives they choose.

Across Melbourne and regional Victoria, we support people of all ages and needs. Our 2,000+ staff provide a wide range of quality services, including accommodation and residential supports, specialist accommodation for people with complex health conditions, employment, training, support coordination, kindergarten assistance, recreational and therapy services, including assistive technology.

Our Purpose	Our Promise	Our Values
To support people with disability to live the life they choose	Designed by you, supported by us, and achieved together	• We put the person living with a disability first • We do better together - we work as a team • We speak up