

Position Title: Manager Support Services

Issued: 17 August 2022

Location: Gippsland – Various

Classification: Social, Community, Home Care & Disability Services Industry Award 2010 Social & Community Services Employee Level 8

Reports To: CEO

PRIMARY OBJECTIVES

Overview of Interchange Gippsland

Interchange Gippsland provides innovative and flexible support to people who have a disability and their families across the Gippsland region

Vision

A community which values all people with a disability.

Mission

We support people with a disability and their families to achieve.

Values

Empowerment: Individuals and families are empowered to determine their own needs.

Quality: We deliver a high quality responsive service that is creative, flexible and sustainable.

Respect: We recognise and value diversity and treat all with dignity and respect

Interchange Gippsland is a Child Safe organisation, which means we are committed to the safety and wellbeing of all children and vulnerable people accessing our service.

Aims of Interchange Gippsland Programs

- To provide interesting, safe, supported and fun experiences for children and adults with disabilities.
- To support individuals and families through the provision of services and support
- To foster friendships and understanding between people of all abilities who participate in our programs.
- To foster understanding and awareness of people with disabilities in the wider community.
- To provide opportunities for participants to be supported to achieve identified individual goals which are meaningful to them.

DUTIES AND RESPONSIBILITIES

Manager Support Services Duties and Responsibilities

The Manager Support Services at Interchange Gippsland is responsible for monitoring and coordinating Interchange Gippsland program development, delivery and performance, including the direct management and supervision of a team of staff across the Gippsland region. They ensure efficient reporting and monitoring on all NDIS requirements. The Manager Support Services also plays an active role in assisting the CEO with the planning and development of programs. In addition, this position contributes to the development of Interchange Gippsland policies, procedures, systems and strategic plans.

Program Coordination

- Providing high level support and information to participants and families
- Oversee intake and assessment tasks for potential participants and families, including liaising with referring service providers
- Develop community links and partnership that contribute to program development
- Coordinate and monitor allocated programs to ensure that they provide a high quality service
- Monitor and allocate program resources and budgets
- Develop, implement and review new projects within agreed timelines
- Ensure feedback are followed up according to policies and procedures
- Participate in the development and implementation of key stakeholder feedback processes
- Promotes social inclusion values that underpin program delivery
- Professionally represent Interchange Gippsland
- Maintain knowledge of relevant issues effecting the sector
- Promoting safety and quality risk assessment of all programs

Supervision of Staff

- Recruitment, Selection and Retention of staff
- Provide induction, orientation and clear staff expectations
- Provides direction and delegation of work
- Supervision and performance management of staff
- Consult with the CEO regarding more serious and ongoing performance issues
- Identify and address training needs, additional support and resource needs of staff
- Promotes a positive team environment of learning and initiative
- Management of problem solving and conflict resolution within team
- Promotes work practices in line with the strategic plan
- Ensuring staff comply with OH&S legislation

Organisational Development

- In consultation with the CEO, take a lead role in continuous quality improvement
- Monitor and enhance workplace culture
- Provide advice and feedback to the CEO and Board of Management
- Providing accurate and up to date program and financial reports to the CEO and Board of Management
- Take a lead role in strategic planning and decision making
- Involvement in tenders and submissions
- Participation in the development and implementation of policies and procedures
- Ensuring compliance with OH&S legislation
- Undertake tasks as directed by the CEO
- Other duties as required

JOB SKILLS REQUIREMENT

Interpersonal skills

At this level the incumbent will have experience and demonstrate an approach to work and interact with others in a professional and courteous manner. They have well developed strategies to manage stress and pressure. They identify and seize opportunities to lead project completion and problem solving. They communicate and engage concisely with stakeholders. They understand the importance of developing rapport with a range of stakeholders and ensure that their interaction with stakeholders and staff is appropriate.

Critical problem solving

At this level the incumbent has experience in managing complex situations and has established critical problem solving skills. They have the initiative to solve complex issues independently and can develop innovating solutions. The incumbent is aware of the challenges facing participants and can work towards solving problems and providing efficient rectification.

Communication

In this role the incumbent will be able to use their high level communication skills to strategically influence key stakeholders, build relationships with participants, families, carers, staff, volunteers and stakeholders. Use communication skills to promote and display the organisations services across various levels. The incumbent uses communication to effectively translate their ideas for organisational planning and to highlight organisational challenges. Along with the expectations for action using succinct, direct and readily understandable language in a manner that are easily distinguished through various audience. The incumbent communicates just as clearly through emails, memos or letters. They have highly developed clarity in written communications and focus on being open and direct. Able to effectively communicate complicated and difficult conversations and messages in a clear and fair manner.

Stakeholder engagement

In this role the incumbent takes the time to understand who the relevant stakeholders are, their needs and organisational expectations. When they engage with stakeholders they respect the needs, expertise and knowledge of the stakeholder.

Team work and collaboration

At this level the incumbent is a collaborative leadership member, with the skills to liaise with various stakeholders to achieve high quality outcomes for participants and the organisation. The incumbent shares information and knowledge and works in partnership with leadership team.

Leadership

At this level the incumbent will be an experienced leader. They will be able to utilise their leadership skills to connect with their employees by providing clear goals and outcomes. They provide guidance, support, direction and performance management, they are prepared to have difficult conversations when needed. They possess a solution orientated, collaborative mindset, and motivate staff and volunteers. The incumbent will be a communicator who is proactive and provides clear goals and direction. They will understand the importance of leading the team for the purpose of cohesion and the achievement of organisational and participant goals.

Planning and prioritisation

At this level the incumbent is experienced in executing different time management strategies to ensure operational objectives are met. They are confident in analysing situations and tasks and take the necessary measures to ensure outcomes are achieved.

MANDATORY REQUIREMENTS FOR POSITION

- Minimum of Bachelor degree in relevant social science, health or human services discipline
 - NDIS Worker Screening Check
 - Current working with children's check
 - Current driver's licence
 - Knowledge of the NDIS and their Practice Standards
 - Experience in developing and leading teams
 - Excellent verbal and written communication skills with the ability to communicate with a wide range of people
 - An understanding of the issues and challenges facing children/young people with disabilities and their families
 - Excellent organisational skills, including the ability to prioritise when working under competing priorities
- Demonstrated high levels of personal responsibility, reliability and initiative, with a capacity to work as part of a team, and work independently to achieve outcomes
- An understanding of legislation and Government policy relevant to disability services, including a sound understanding of the principles of Social Justice
 - Competent in information technology skills

CONDITIONS OF EMPLOYMENT:

Zero Tolerance

Interchange Gippsland is a Child Wise organisation. We are committed to the safety and wellbeing of all children and young people accessing our service and support the rights of the child.

Staff are obligated to:

- advise their line manager if they are charged with a criminal offence which is punishable by imprisonment or, if found guilty, could reasonably affect their ability to meet the inherent requirements of their job.
- disclose any formal disciplinary action taken against them by any current or former employer (many staff have multiple employers). This includes any finding of improper or unprofessional conduct by any Court or Tribunal of any kind and any investigations that the staff member has been subject of by an employer, law enforcement agency or any integrity body or similar in Australia or in another country.
- fully disclose, all relevant information regarding their criminal record and employment history

MANDATORY CHECKS FOR POSITON

NDIS Worker Screening Check

The National Disability Insurance Scheme Worker Screening Check (NDIS Check) is a way to ensure that people who work with NDIS participants do not present an unacceptable risk to participants. All new employees will be required to provide their NDIS worker Screening Clearance before they commence employment. Applicants must complete the online application prior to commencement, at services Victoria <https://service.vic.gov.au/>

Working with Children Card (WWCC)

The Justice Department requires that successful applicants intending to work with children and young people under 18 years of age will need to present their Working with Children Check card for verification. An application form can be assessed on line. More information about the WWC Check can be found at <http://www.justice.vic.gov.au/workingwithchildren> or by calling 1300 652 876.

Pre-existing Injuries & illnesses in relation to WorkCover Compensation Claims

During the recruitment process we will ask you if you have a pre-existing injury or illness that may be affected by the work that is described in this position description.

If you choose not to notify us of a pre-existing injury or illness which might be affected by the nature of this work, this could result in that injury or illness being ineligible for future compensation claims.

Referee Checks

Referee checks will be conducted with three people not related to the applicant who can speak about their relevant work experience.

Verification of qualifications held

All qualifications will be verified for authenticity.

The successful applicant will be subject to a six month probation and annual performance appraisals thereafter.