

POSITION DESCRIPTION

Position:	Operations Manager / Project Worker
Classification:	Full Time
Award:	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010
Qualifications/Experience:	A university or tertiary qualification in Human Services or an Advanced Diploma in Community Services or equivalent qualification is desirable. Alternatively, a Certificate IV in Disability Studies or equivalent is essential, together with a minimum of two years experience in a senior management role in disability services, health services or related industry.
Probationary Period	Six Months
Hours & Days of Work:	8.30am – 5.00pm (1 hour lunch) Monday - Friday Staff may be required to perform work outside of these hours from time to time.
Salary & Entitlements:	Level 7 Salary Packaging benefits
Reporting Structure:	Report directly to the Chief Operating Officer
Primary function:	To manage and coordinate Southern Stays disability support programs, in accordance with individual participant's needs, policy and procedures and NDIS guidelines. To provide positive leadership to a team of disability support workers, house supervisors and program coordinators. To support the implementation of key projects across the agency. This may include the establishment of new programs and processes in consultation with the COO.
Important Information:	Southern Stay operates in Warrnambool, Hamilton and Portland. On occasion travel between locations may be required.

Specific Duties:

1. Manage and support Supervisors and Coordinators to plan and implement Southern Stay programs and supports in accordance with individual needs and goals, Southern Stay Policies and Procedures and Legislation and industry guidelines e.g. NDIS Practice Standards, Child Safety Standards, NDIS Code of Conduct, Zero Tolerance, etc.
2. Provide **positive leadership** to supervisors and support workers through, managing, supervising and coaching to ensure:

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- A high quality, person centred, service provision is provided to all participants
 - Staff perform their duties in an effective and efficient manner and rosters are prepared.
 - Staff supervision and development occurs with all staff – including orientation, training and performance reviews
 - Cooperative working relationships are established and maintained
 - Information, resources and equipment, to assist in a participant's program is supplied and maintained.
3. Establish and embed **NDIS values** in organisational culture and practice. Promote and reinforce the principles of the NDIS, such as upholding human rights, celebrating diversity and respecting the voice of those with lived experience.
 4. Build consistent, good practice. Ensure organisational policies and procedures enable, support, and reinforce good practice. Establish processes to measure and adjust services to continually improve the quality and reliability of support
 5. Establish systems to support health and manage risk. Design approaches to manage health and risk, consistent with the rights of people with disability to take and learn from risks, NDIS and organisational values, and the right of workers to a safe work environment
 6. Establish a learning culture to support workforce capability. Create an organisational environment that sets and meets high quality service standards, promotes life-long learning and development and supports career development for workers in disability and the wider care sector.
 7. Ensure all individual participant document is completed, reviewed and updated as required and that all records and data is recorded in Carelink+ Client Management Software
 8. Oversee the **complaints management process** for participant/family complaints and staff grievances in accordance with Southern Stay Policy.
 9. Oversee program and participant **risk management processes**, ensuring corrective and preventive measures are identified, documented and communicated.
 10. Oversee the **incident management process** for participant and employee incidents. Ensure all incident reports are reviewed within timelines specified by internal policy/procedure and/or external reporting obligations and/or higher management, board or committee, with corrective and preventative actions identified. To communicate with COO the progress of the incident report and any issues arising that require immediate action. In consultation with the COO, complete NDIS reportable incidents reports as per the NDIS guidelines
 11. Participate in Southern Stays Quality Management, including but not limited to:
 - the writing, review, seeking wider staff/team feedback and dissemination of Southern Stay's: policies, procedures, forms, brochures and other documentation
 - involvement in quality audits

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- internal auditing of Southern Stay's processes (as identified in the Quality Manual)
- 12. Oversee administration, implementation and reporting of health and behavioural intervention strategies including **positive behaviour support** plans, restrictive interventions and high intensity health management plans.
- 13. Ensure that positive, cooperative relationships are developed and maintained with participants, their families, guardians, other service providers and the community as appropriate.
- 14. Manage, administer and monitor financial matters in relation to the programs including budgets, income/expenditure, SIL Roster of Care, schedules of supports and participant hours.
- 15. Ensure in an effective and efficient manner that participant funds are monitored and expended in accordance with the program requirements, policies and procedures and the NDIS guidelines.
- 16. Collaborate with HR and Operation Managers in relation to recruitment and retention of staff. Ensure that staff are being rostered in line with SCHADs or EBA.
- 17. Collaborate with the Assets Coordinator to ensure that scheduled maintenance checks occur and that the building fabric, equipment, grounds and gardens at the residents are maintained in a safe and satisfactory condition.
- 18. Attend and participate at regular meetings including Operations Team and Leadership Team meetings.
- 19. Prepare a monthly management report on the operations of the programs to the COO and CEO in a timely and concise manner.
- 20. Attend and represent the agency (as appropriate) at various meetings. Liaise with other service providers, government departments, etc.
- 21. Promote and work within Southern Stays **values** (client focus, respect, empowerment, dignity & inclusion) and **guiding principles** (trust, respect, being approachable, respectful communication and teamwork approach)
- 22. Contribute to Southern Stay emergency on-call system as required
- 23. Take on higher duties during periods of other managers leave as required
- 24. Other appropriate duties as directed by the COO or CEO

Skills/Key Attributes

- **Communication:** Demonstrates appropriate interpersonal skills and the ability to build relationships with all stakeholders. The ability to liaise with participants, and/or their families/guardians and other stakeholders is essential.
- **Empathy and understanding** of the needs and challenges facing people with disabilities and their families/guardians.

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- **Strong interpersonal relationships** and communication skills, showing a comfortable relaxed manner when dealing with people related issues, within a variety of contexts
- **Initiative:** Ability to identify and introduce improvements to processes
- **Problem Solving:** Ability to successfully troubleshoot any problems arising in the day to day operations of the program. A sound, pragmatic and prompt decision making capability when confronted with complex issues
- **Professionalism:** Ability to observe organisational guiding principles of Trust, Respect, being Approachable, looking for Continuous Improvement and Teamwork.
- **Time Management:** Ability to effectively organise tasks and meet deadlines. Initiative, energy and be outcomes focussed
- **Management of teams:** Ability to manage a team
- **Digital literacy:** Ability to demonstrate the use of Microsoft Office Suite and Client/HR Management Systems. Demonstrates clear concise report writing skills and defensible documentation writing.
- **Adaptability** – being comfortable working in an environment of ongoing change.

It is an important aspect of this position to relate to a wide range of stakeholders both internally and externally.

A drivers' licence and a satisfactory NDIS Workers Screening Check is required noting the ability to maintain confidentiality and privacy is essential. COVID19 Vaccination is required prior to commencement of employment unless reasonable exemptions apply.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending		✓	
Computer based tasks	✓		
Driving		✓	
Kneeling		✓	
Lifting		✓	
Sitting	✓		
Standing	✓		
Walking	✓		