

POSITION TITLE	Service Manager
CLASSIFICATION	Individual
FUNCTIONAL AREA	Independent Living

1. POSITION PURPOSE

Supported Independent Living

The Service Manager in Supported Independent Living:

- is responsible for the day-to-day management of Supported Independent Living (24 hour services) within a designated area.
- will be required to work across multiple sites and undertake regular periods of working from all 24 hour homes within their designated area.
- with support from Senior Client Coaches, provide leadership to a team of Client Coaches working within the services to assist clients to achieve their individual goals, using person centred approaches.
- is responsible for the engagement and consultation with all client stakeholders including families, carers, and other service providers. The Service Manager in Supported Independent Living will work in partnership with these stakeholders through regular communication to plan and deliver services to clients that are effective, flexible and responsive to their individual goals.

In Home Support

The Service Manager In Home Support:

- is responsible for the day-to-day management of clients who receive In Home Support services within a designated area.
- with support from Senior Client Coaches, provide leadership to a team of Client Coaches working within these services to assist clients to achieve their individual goals, using person centred approaches.
- will be required to undertake regular visits to clients in their homes to ensure client satisfaction with the services that they receive.
- is responsible for the engagement and consultation with all client stakeholders including families, carers, and other service providers. The Service Manager will work in partnership with these stakeholders through regular communication to plan and deliver services to clients that are effective, flexible and responsive to their individual goals.

2. POSITION RESPONSIBILITIES

- Provide day to day operational and administrative management of supported Independent Living services to clients within a designated area as per Orana policies and procedures.
- Lead, oversee and support the work of the Senior Client Coach to maintain quality service delivery to clients
- Lead teams of Client Coaches in the delivery of person-centred services to clients through regular communication, training, adherence to Orana policies and procedures, direct supervision and mentoring.

- Conduct staff meetings at least every 6 weeks using a standard agenda and ensuring the meetings are documented and filed for future reference. These meetings will be conducted in the group homes where possible or at a regional centre for in home staff.
- Provide effective staff orientation and induction into the service, particularly in the first six months of employment. In addition to arrange regular 1:1 ongoing supervision and support; including the management of performance related issues and policy breaches (using support from Professional Services Manager) where necessary.
- Undertake annual Recognition and Review interview for all Client Coaches working in the service.
- Establish and maintain a file evidencing communications with clients, families, key stakeholders and agencies.
- Undertake regular and ongoing communication with clients, families, key stakeholders, and agencies ensuring that questions or queries are responded to promptly and in a professional manner within 48 hours.
- Work closely with Capacity Building Team in the creation of client support plans, behaviour management plans, capacity building programs and new client intake.
- Ensure all clients have an up to date risk assessment and support plan that is no longer than 12 months old. Ensure all plans are annually reviewed involving the client's family and/or other stakeholders in the planning process where applicable.
- Ensure services are provided in accordance with the Client Service Agreement and within client individual budgets.
- Ensure that ATEESA case management database is effectively utilised by all staff with accurate, timely and complete data for all client information and interactions which may include client profile information, assessments, shift handovers, case notes, referrals, and appointments.
- Review client information such as case notes and health monitoring status in ATEESA within 48 hours of receipt.
- Ensure the confidentiality and privacy of clients is maintained in accordance with Orana's policies and procedures. Information provided is as per Information Sharing Guidelines.
- Work closely with the Rostering Officer to ensure rosters are created that meet both client and service delivery requirements.
- Work closely with other management such as the Registered Nurse, Service Quality Manager and the Business Development Officer to ensure continuous improvement and high quality service delivery.
- Ensure Organisations Quality Management Systems and Continuous improvement activities including internal/external audits and quality improvement initiatives/programs are maintained.
- Identify and report to the Professional Services Manager, Independent Living areas of unmet need and growth opportunities within the service region.
- Work with the Professional Services Manager, Independent Living to develop new service models in response to growth opportunities.
- Take direction from the Professional Services Manager, Independent Living and provide a monthly report on critical operational and service delivery criteria.

Key Areas of Focus

Staff

- Effective induction and ongoing mentoring, training and development with an emphasis on professionalism and communication.
- Adherence to policies, procedures and organisational practices
- Completion of Recognition and Reviews
- Performance Management

Clients

- Facilitating choice and control, personal development, social inclusion and quality of life.

Stakeholders

- Regular consultation, communication and information provision to increase service delivery satisfaction.

3. REQUIREMENTS OF THE JOB

3.1 Qualifications, Skills and Experience

- Tertiary qualifications in Disability, Human Services, Allied Health, Nursing or Community Services desirable.
- Current industry experience in Disability and/or Aged care and/or Home and Community care essential.
- Excellent interpersonal, time management and communication skills with an ability to communicate and support a wide range of staff and liaise effectively with key stakeholders.
- Intermediate or advanced level of computer skills including the use of Microsoft Word, excel PowerPoint and other relevant software.
- Experience working within the National Disability Insurance Scheme is highly desirable.
- Knowledge of case management practices and standards desirable.
- Ability to work effectively autonomously and within a team environment.
- Be dedicated to continuously improve skills in to working with Aboriginal and Torres Strait Islander people and culturally and Linguistically Diverse Peoples.

3.2 Special Conditions/Requirements

- Occasional out of hours work may be required.
- Must be willing to carry on-call mobile phone as part of on-call roster.
- Orana may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level.
- Driver's licence and willingness if needed to use own vehicle for Orana business.
- A Provide First Aid certificate.
- Valid DHS Disability Employment Screening to be provided at commencement of employment and to be renewed periodically (every three years) at Orana's request.

4. REPORTING RELATIONSHIPS

Reports to the Professional Services Manager, Independent Living and supports team members.

5. AUTHORITY AND ACCOUNTABILITY

Authority to work within the scope of the position description within a team environment.

6. WORKPLACE HEALTH, SAFETY AND WELFARE

The incumbent must take reasonable care to protect their own health and safety, and the health and safety of others who may be affected by your actions or omissions at work.

In particular, the incumbent must:

- Comply with statutory and organisational requirements, procedures and rules introduced to protect the health and safety of people at the workplace including the public.
- Use equipment provided to protect health and safety.
- Follow reasonable instructions given on health and safety.

- Ensure they are not affected by alcohol or another drug so as to endanger themselves or others.
- Report accidents injuries, property damage and health and safety incidents.
- Participate in activities associated with the management of workplace health and safety.

As a Manager or Supervisor of people, you must:

- Ensure Orana Australia Limited WHS program for your area of responsibility is maintained, monitored for its effectiveness and regularly reviewed for its adequacy.
- Ensure Orana Australia Limited WHS program for your area of responsibility provides for the systematic identification of hazards and their risk assessment and control.
- Ensure proper induction and training of staff (and employees) occurs, so they may work safely.
- Ensure accidents and injuries are adequately investigated and reported.
- Consult relevant staff (and employees) when planning changes to the workplace, practices, procedures, plant, equipment and substances where these changes may affect the WHS of staff (and employees).
- Assist in the rehabilitation of injured staff and employees.
- Ensure WHS is a regular agenda item for staff and employee meetings.

7. PERFORMANCE STANDARDS

The performance of the incumbent will be measured by:

- Achievement is in accordance with Orana Australia Limited's Strategic and Operational Service Plans, and the incumbents Performance Management Program.
- The extent to which position responsibilities are achieved.
- The degree of professionalism, flexibility displayed.
- Reliability, quality, efficiency and courteousness of services delivered.
- Effective teamwork and contribution to the achievement of team goals.
- 100% compliance with client support plans, client annual health checks/reviews, and consent information.
- 100% compliance with WHS audit schedule, and the submission of hazard/incident reports within 24 hours of occurrence.
- 100% compliance with completion of annual staff Recognition and Reviews process.
- 95% client/family/stakeholder satisfaction with service delivery.
- 100% compliance (includes documentation, outcomes and filing of the issues) with the timely management of staff performance related issues and submission of performance counselling documentation to Human Resources.
- Submission of a monthly report to Professional Services Manager, Independent Living.
- Nil breaches of Orana Policies and Procedures.
- The degree of professionalism, flexibility, efficiency and courteousness displayed in all aspects of service delivery and communication with clients, families and key stakeholders.
- ATEESA database to be utilized effectively with 90% compliance.
- Documented evidence of staff, client and stakeholder communications.

Duties and responsibilities for this position should not be considered definitive. Duties may be added, deleted or modified, in consultation with staff, as necessary. Position Descriptions and staff performance will be reviewed regularly.

In signing this document, I confirm that I have read, understood and acknowledge the Position Description for this position and agree to operate within its bounds.

PRESENT INCUMBENT :
PRESENT INCUMBENT SIGNATURE :
DATE OF APPOINTMENT :
VERSION NO : 3
DATE ISSUED : November 2019
EXECUTIVE MANAGER APPROVAL : Grant Pearson
CEO APPROVAL : Nicholas Mihalaras