

SERVICE MANAGER POSITION DESCRIPTION

CLASSIFICATION Individual Contract

SERVICE AREA **Independent Living**

1. POSITION PURPOSE

The Service Manager is responsible for the day-to-day management of Supported Independent Living (24-hour services) and In Home Support Services within their designated areas.

The Service Manager will provide leadership to a team of Client Coaches working within the services to assist clients with achieving their individual goals, as per their NDIS plan and/or Service Agreement, using person centred practices.

The Service Manager is responsible for the engagement and consultation with all client stakeholders including families, carers and other service providers. They will work in partnership with these stakeholders through regular communication to plan and deliver services to clients which are effective, flexible, and responsive to a client's individual goals.

2. POSITION RESPONSIBILITIES

Service Delivery

- Authorise daily timesheets and ensure Client Coaches are meeting their contracted hours on the roster.
- Monitor and complete operational tasks, WHS incidents and contact sheets in ATEESA daily.
- Provide monthly reports to the Executive Manager, Community Services (EMCS).
- Ensure that clients have a relevant risk assessment that is maintained when needs change and is updated annually.
- Undertake the review on-site weekly to monitor service delivery, maintenance, cleanliness, food storage, financials and medication charts and complete check list and attach in ATEESA.
- Conduct monthly team meetings with minutes prepared and available in the Accommodation O drive.
- Liaise with all other professionals within Independent Living to ensure delivery of quality services (Registered Nurse, Business Development Officer, Capacity Building Team, Client Liaison Officers (CLOs), Quality & Compliance Coordinator, Supported Independent Living Coordinator)
- Liaise with the Rostering Officer as required, to ensure the rosters are filled and all Client Coach leave, or absences are managed proactively.
- Work consultatively with the EMCS to develop and maintain policies, procedures, and work practices to staff across Independent Living.
- Liaise with HR for screening resumes of new staff, reference checks and completion of all relevant documentation.
- Provide rostering support for rostering absences and oversee the rostering at times when the Rostering Officer is absent or unavailable.
- Work with the Capacity Building Team to develop Client Support Plans and Behaviour Plans for clients in their region.
- Induction of new staff on site over a 6-month period, signing off on tasks monthly in staff induction workbook with new staff, assist HR to ensure they are supported in their role and understand their duties in-line with NDIS Practice Standards. Copy to be provided to HR and EMCS for personnel file.

Reporting, Documentation and Administration

- Provide a monthly report to the Executive Manager, Community Services reporting on vacancies, WHS incidents, client concerns, restrictive practice, reportable incidents, hazards, list community inclusion activities, interviews held and inductees to services.
- Attend all Independent Living team meetings.
- Ensure all reporting, documentation and administrative matters are addressed to meet team and organisational requirements – shift handovers include but not limited to contact Sheets, ABC's, WHS reports and risk assessments.
- Set monthly schedules to complete financial reconciliations, audit action plans and ensure compliance is met within their services.
- Complete annual recognition and review meetings with Client Coaches 6 monthly and annually, within designated timeframes.
- Consult with families and clients to review plans quarterly, in consultation with CLOs (and/or other internal or external staff if needed) as per the service agreement.
- Work with the Registered Nurse (RN) and EMCS to ensure that all reportable incidents, including restrictive practices, are reported to the NDIS Quality and Safeguards Commission within the required time frames.
- Liaise with SIL Coordinator to provide relevant updates to the rosters, duty of care and NDIS submissions.

3. REQUIREMENTS OF THE POSITION

3.1 Qualifications, Skills and Experience

Essential:

- 2 years industry experience in Disability/ Aged care/ Home and Community Care.
- Medication Administration Certificate to be renewed every twelve months.
- Excellent interpersonal, time management and communication skills with an ability to communicate and support a wide range of staff.
- Ability to work autonomously and within a team environment.
- Provide First Aid Training to be renewed every three years.

Desirable:

- Tertiary qualifications in Disability, Human Services, Allied Health, Nursing or Community Services.
- Knowledge of Orana's CRM and systems, or a willingness to learn.
- Knowledge of case management practices and standards.
- Be dedicated to continuously improve skills working with people from all cultures, including Aboriginal, Torres Strait Islanders and CALD.

3.2 Employment Screenings and Professional Memberships

- DHS Disability Services Employment Check or NDIS Worker Check to be renewed every three years.
- DHS Working with Children Check to be renewed every five years.

3.3 Special Conditions and Requirements

- Occasional work out of hours, including intrastate travel may be required.
- Orana may require you to carry out other duties as directed that are commensurate with the skills and competencies of the classification level.
- Current SA Driver's Licence permitting driving in South Australia and willingness if needed, to use own vehicle for Orana business purposes.

4 REPORTING RELATIONSHIPS

Reports to the Executive Manager, Community Services and supports team members.

5 AUTHORITY AND ACCOUNTABILITY

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

6 PERFORMANCE STANDARDS

The performance of the incumbent will be measured annually by:

- Correct completion of operational tasks, which must be actioned and signed off within the designated date range on ATEESA.
- Completion of monthly reports to the EMCS at the start of each month and placed into O drive (by the 14th day of the month unless otherwise advised).
- Undertake random reviews of at least 2 client records in ATEESA monthly, providing evidence of the findings to the EMCS via monthly report.
- Monitoring and signing off on daily contact sheets, providing relevant follow up to clients/staff/families if required, ensuring daily queues in ATEESA are minimal.
- Completion and follow up of WHS incidents with Quality & Compliance Coordinator, RN and EMCS, within a 24-hour period.
- Attendance of all training sessions, including SM training program, with attendance records completed and signed off by HR and EMCS.
- Submission of reportable incidents to NDIS Quality and Safeguards Commission to be completed within a 24-hour period for initial report and follow on with 5-day report.
- Compliance with WHS audit schedules and the submission of hazard/incident reports, including medication errors, within a 24-hour period.
- Nil breaches of Orana policies and procedures.
- All 6 month and annual recognition and review forms to be completed by due date, as deemed by HR
- All client files to be current in ATEESA, including annual health care plans, reviews, support plans and consents, with evidence of this in ATEESA via contact sheets and included in monthly report to the EMCS.
- Collaborate with Client Liaison Officers to ensure service agreements are completed and signed off with client and/or their representative annually, meeting organisational and NDIS compliance.

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 : July 2021
EXECUTIVE MANAGER APPROVAL : Evelyn O'Loughlin, Executive Manager Community Services

Purpose

Orana provides people with disability the opportunity to live and work within their local community, fulfil their dreams and become valued and productive community members.

Vision

Contributing to a socially inclusive community.

Mission

Creating responsive and sustainable partnerships that empower our clients within the community.