

• • Manager Services

windarring



• • *3 Roles - Kyneton, Bendigo and Gisborne*

• • Windarring is a not for profit organisation providing support services for people with disabilities, their families and carers in Central Victoria. It has recently adopted a refined structure to provide greater focus for participants and embrace the opportunities offered by the NDIS.

• • The Manager Services roles answer to the CEO and provide leadership in the effective delivery of multiple disability service types within a specific geographical region. The roles will lead the development and oversee the implementation of the operational plan, identify areas of potential growth in service provision, and motivate service delivery teams to achieve optimal organisational and participant outcomes.

• • You combine relevant tertiary qualifications with sound managerial credentials in the disability sector and a strong grasp of the operations of the NDIS.

• • Please view the Position Description on www.brookerconsulting.com.au and send a CV (Word format, up to 5 pages) plus a brief document addressing the four Key Selection Criteria identified to career@brookerconsulting.com.au or ring Darral Roberts on 03 9946 7306, or Jeremy Wurm on 03 9602 1666, in confidence

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MANAGER SERVICES

Job family	Service Delivery
Award Classification/Pay Level	Social, Community, Home Care & Disability Services Award (SCHADS) 2010 – Level 6
Employment status:	Full time, permanent

WINDARRING OVERVIEW

Windarring is a not for profit Organization registered to provide support services for people with disabilities and their families. Windarring is a Company Limited by Guarantee and is governed by a voluntary board.

Windarring is committed to ensuring all people with disabilities, their families and carers living in Central Victoria have opportunities of choice and access to quality services that eliminate barriers to participation, inclusion and acceptance in their local community. Windarring's organisational values support an approach that is: professional, flexible, reliable, empowering of individuals, person-centred, collaborative and accountable.

We provide a range of support for participants, in partnership with individuals. All support services are geared toward achieving individual outcomes. In addition, Windarring has an integral role in creating greater access and inclusion in existing services within our community.

VISION AND MISSION STATEMENTS

Vision - People receive the supports that they need in order to live lives that are fulfilling and purposeful.

Mission - Our mission is to ensure the best outcomes for participants by providing high quality, responsive and personalised supports.

POSITION CONTEXT

Windarring operates three streams of direct service delivery. The direct service delivery streams are in turn supported by the Corporate Services stream:

- Employment Services
- Community Participation
- Flexible Support

The Manager Services will sit within the Leadership Team.

Formulated by:	CEO	Created	30 May 2018
Version	1.1	Last updated:	
Effective date:		Review responsibility:	CEO
Authorised:	HR	Review Date:	December 2018

POSITION PURPOSE

To provide management and leadership in the effective delivery of multiple disability service types in all Windarring sites within the region. This role will lead the development and oversee the implementation of the operational plan, identify areas of potential growth in the service provision area, and build and lead the service delivery teams to achieve organisational and participant outcomes.

REPORTING STRUCTURE

This position reports to:	CEO
This position supervises:	Service stream Coordinators and Team Leaders
Internal working relationships:	Leadership team, direct line staff and all staff at Windarring
External working relationships:	DHHS, NDIA, Intereach, Local council and other government agencies and service providers.

KEY RESPONSIBILITIES

Key Responsibility Area (KRA)	Key Responsibilities	Key Performance Measures* <small>*Indicative only - will be developed between employee & CEO</small>
Organisational Values	To perform all work duties and responsibilities and consistently behave in a manner which aligns with Windarring's organisational values.	Interacts with internal and external work colleagues and management, and provides support to participants, in line with Windarring's values. Understands and implements Disability Service Standards.
Industry and Organisational context	Demonstrate and maintain a comprehensive knowledge of the NDIS process, funding and activity range to maximise service operation. Demonstrate a thorough working knowledge of the Disability Services sector in relation to the various environments Windarring operates within.	Clear understanding of NDIS amongst direct reports. Shows and applies organisation, sector and industry knowledge.
Operational	Develop and implement an operational plan informed by the overall Windarring strategic plan.	Operational plan signed off by CEO and communicated to staff.

<p>Operational (cont.)</p>	<p>Ensure high quality services for individuals and families meet service delivery targets/agreements.</p> <p>Manage new participant process from entry to full service implementation.</p> <p>Ensure Windarring is providing Best Practice support for people with disabilities.</p> <p>Monitor progress against participant plans and take appropriate action to ensure individual goals are achieved, or exceeded.</p> <p>Monitor the outcomes and cost effectiveness of services.</p> <p>Meets day-to-day reporting requirements</p> <p>Identify opportunities for community engagement and education programs through regional, private and government partnerships.</p> <p>Build on and develop new networks to support strategic initiatives.</p> <p>Market and promote Windarring service offerings with strategic internal and external stakeholders.</p> <p>Willingness to participate in Windarring's On Call Roster</p>	<p>Monitors and meets agreed targets for budgets and service quality.</p> <p>Participant successfully on-boarded in a seamless manner and service provision commenced as soon as possible.</p> <p>Makes sound operational decisions consistent with Windarring and service user (participant) requirements.</p> <p>Utilises technical skills to apply contemporary positive behaviour support strategies, principles of active support, and effective skill development as appropriate to participant support programs.</p> <p>Applies knowledge of service user needs to the proactive development of services.</p> <p>Monitors team performance and addresses variances where required.</p> <p>Identifies trends and raises exceptions</p> <p>Utilises systems to capture service data and provides timely reporting to ensure strategic decisions are well informed.</p> <p>Collaborates and builds positive relationships with Windarring peers and with managers in other relevant organisations.</p> <p>Prioritises networking opportunities and connections to achieve agreed engagement outcomes.</p> <p>Positively promotes Windarring's service reputation.</p> <p>Undertakes On Call, as rostered</p>
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<p>People Leadership</p>	<p>Provide leadership and management to regional coordinators and team leaders to achieve identified service outcome goals and objectives.</p> <p>To ensure the consistent pursuit of quality and productivity in service provision is at the expected standards.</p> <p>Identifies learning needs and provides coaching and feedback to direct reports.</p> <p>Takes responsibility for the timely provision of advice and assistance, and promptly addresses any areas where performance is below expectation.</p>	<p>Applies effective leadership strategy and style to achieve service outcomes and effective teamwork.</p> <p>Achieves performance targets through effective leadership and development of wider team.</p> <p>Timely completion of supervision and performance reviews.</p> <p>Accepts and incorporates difference and diversity in the workplace.</p>
<p>Personal & Role Accountability</p>	<p>Adheres to organisational policies and procedures and all relevant government legislation and relevant standards, including management of OH&S in service area.</p> <p>Takes responsibility for risk management across multiple teams. Oversee and support staff and colleagues to identify risks to participant, staff and community health, safety and wellbeing, including illegal action, and intervene to minimise risks.</p> <p>Assists with the management of the alignment of major changes in practices, methods and procedures with major changes in legislation, quality standards, organisation strategies and policies.</p> <p>Engages in, and works towards, individual annual work plan goals, based on the Windarring strategic & operational plans.</p>	<p>Complies with disability service standards and organisational policies and procedures in relation to OH&S and Risk Management.</p> <p>Investigates and coordinates the risk management framework and implements corrective actions and other risk controls.</p> <p>Records workplace incidents and accidents using required external systems.</p> <p>Meets expectations for contribution to leadership team projects.</p> <p>Contributes effectively to organisation planning processes.</p> <p>Own performance is reviewed annually, achievement of annual work plan goals</p>

KEY SELECTION CRITERIA

No.	Criteria	Additional Detail
1.	Experience / Qualifications	Substantial experience and relevant tertiary qualifications in disability, management and/or other relevant field Broad knowledge and understanding of the Disability Services sector, including professional practices and the internal/external environment, along with a sound knowledge of the NDIS and its impact to the sector. Current Valid Victorian Driver's Licence Current Working with Children's Check
2.	Windarring Values	Demonstrated ability to manage in line with Windarring's values of: Professional, flexible, reliable, empowering of individuals, person-centred, collaborative and accountable
3.	Strategic Leadership	Ability to apply strategic thinking and provide strong leadership to implement the strategic and operational plans.
4.	Excellent Time Management & Prioritisation	Demonstrated ability to plan time effectively, ensuring tasks are prioritised accordingly, completed on time and to the expected standard. Demonstrated ability to work independently.

PLEASE NOTE THAT ONLY THE KEY SELECTION CRITERIA SHOWN IN RED (ie KSC's 1-4) NEED TO BE ADDRESSED AS AN ADDITIONAL DOCUMENT TO YOUR RESUME

The following three are also Key Selection Criteria, although they **DO NOT** need to be address as part of your application.

No.	Criteria	Additional Detail
5.	People Leadership	Demonstrated ability to supervise and support staff to ensure achievement of strategic and operational aims of Windarring.
6.	Financial management	Develop, manage, monitor and work to an agreed budget, and provide necessary business information to justify results.
7.	Person Centred Focus	Demonstrated ability to work collaboratively with direct reports, to provide exceptional individualised support services, ensuring the needs and goals of participants are met.

OTHER EMPLOYMENT REQUIREMENTS

You will need to undergo an Australian Police check (and possibly an International Police check), a Disability Worker Exclusion List (DWES) check, and a Working with Children check prior to commencing employment with Windarring, along with the other requirements listed in the position description.

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