



Position Description

Disability Support Services Manager

Position description

Position title	Disability Support Services Manager (DSSM)		
Status	Permanent Full time or as negotiated		
Location	Multicap Tasmania (Launceston)		
Reporting to	Executive Manager Operations		
Date approved	June 2021	Position Number	PD47

Position Purpose

The role of Disability Support Services Manager is responsible for providing strong leadership/mentorship and operational support to disability support teams within a portfolio ensuring the provision of high-quality supports and experiences for our clients. The Disability Support Services Manager will work collaboratively to improve and develop our services so the people we support are empowered to live their best lives. The role includes monitoring and reporting on outcomes delivered by staff working within the portfolio of responsibility ensuring supports are helping our clients achieve their goals, aspirations and encouraging active participation within their local communities. The role is required to work effectively across a broad cross section of stakeholders including clients, families, and other external parties.

Operational environment

Multicap Tasmania has been providing people living with a disability and their families with high quality services for almost 50 years, having been an integral part of the local community since 1971. Multicap Tasmania is a leading profit-for-purpose organisation experiencing significant growth with growing services and exciting initiatives on the horizon. Our organisation employs over 300 staff with offices in Burnie (Head Office), Devonport, and Launceston.



Our Mission: Multicap Tasmania empowers those with a disability to reach and be recognised for their full potential, express their individuality and engage in our community

Our Vision: To be the Service Provider of choice for people living with disability.

Our Mission and Vision is at the core of what we do as well as ensuring we meet the high standards of the NDIS Quality and Safeguards Commission Code of Code of Conduct.

Working environment and requirements

Code of conduct

All employees must abide by the Organisational Code of Conduct and the NDIS Code of Conduct.

Work health and safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

Performance review

Performance reviews will be conducted using the organisation's Performance Management Process.

Geographical Location and Travel

The successful incumbent will manage a number of Multicap Tasmania's services within a defined geographical location. Travel within the geographical location would be expected to occur on a regular basis. Additional travel will be required to other sites of the organisation to fulfil the requirements of the role.

Participation in the On Call Team Roster and availability to deal with significant client/ staff issues

The ability to participate in a rotational on Call (out of hours) roster will be part of the role. There will be a requirement for the Disability Support Services Manager to be available out of hours as an escalation point to respond or support the on call team in dealing with urgent significant client/ staff issues of concern that occur within their cluster.

Position summary

This position forms part of the Service Delivery Team, and reports into the Executive Manager Operations. The primary purpose of the Disability Support Services Manager is to oversee the delivery of high quality person-centred supports and services for our clients. Providing guidance and support to disability support teams to carry out their duties to a high standard will be key to ensuring excellence in service delivery. Service coordination, quality mentorship, and stakeholder engagement are all primary functions of this dynamic role.

The Disability Support Services Manager is responsible for the following which include:

- Managing and providing coaching and mentorship to disability support teams to deliver high quality supports and services to our clients; ensuring that in collaboration with the People, Culture and Capability employees have the appropriate skills, qualifications and behaviours to meet the needs of our clients.
- Innovative coordination/ planning and delivery of supports and services
- Leading and encouraging teams to identify and implement strategies to ensure continuous improvement of service delivery.
- Provision of a high level of customer service to our clients and their families
- Promote and strengthen positive relationships with internal and external stakeholders.
- Sophisticated stakeholder management – liaise and meet with community groups, clients, and their families to ensure we are delivering excellent service delivery outcomes.
- Develop detailed work plans and with clear key performance indicators to ensure teams are giving and being their best
- Manage risk and issues arising in the course of service delivery and alignment with the NDIS Quality and Safeguarding Framework.

Level of responsibility

Employees at this level will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to exercise a degree of autonomy, with delegated authority to undertake require projects and/or functions.

Supervision

The employee at this level works under limited directions, may operate within established routines, methods, standards and procedures or may be required to develop new routines, standards and procedures and is expected to exercise initiative. The employee is responsible for managing time, planning and organising their own work and meeting organisational deadlines as and when required.

Key tasks and duties (including Key Performance Indicators)

The key responsibilities may be modified from time to time to ensure that outcomes are coordinated within Multicap Tasmania's operational plans. The key duties of the role are to remain flexible and subject to review, as the organisation develops, and business systems and processes mature.

The key responsibilities shall include:

Service Delivery Coordination

- Coordination of all service delivery requirements within guidelines and quality standards
- Work collaboratively and cohesively with other teams to ensure services/ supports are delivered effectively
- Monitoring and ensuring appropriate timely resolution of client complaints and issues in consultation with the team leader and the Executive Manager Operations as required
- Responsible for implementation of systems and processes that place the client at the centre of service delivery
- Ensure day to day practice is consistent with standards, guidelines, and procedures and complies with Safety and Risk principles.
- Facilitate change and actively drive continuous improvement of our services
- Encourage and support innovative thinking in the planning and delivery of supports.

Leadership/ mentorship

- Effectively provide support, mentorship, and coaching to team members and support workers to develop and uplift their capabilities.
- Provide timely and appropriate feedback to team leaders on team members progress and support needs.
- Ensure all staff are equipped with information instruction, resources, and training required to work safely
- Develop a customer service culture amongst disability support teams
- Ensure capacity is built and provide training to team leaders when required.
- Manage recruitment and on boarding (orientation) of new staff.
- Provide coaching and build capability in our disability support teams of the following:
 - o Manual handling and safe work practices

- Providing person centred support
 - Engaging with clients and providing active support strategies
 - Working with clients to achieve NDIS goals and outcomes
 - Assisting staff in shift, goal and incident reporting requirements
 - Assisting staff in accessing, understanding and implementing Multicap Tasmania policies procedures, systems and processes- ensuring that the appropriate subject matter expert has been consulted with) that support the disability support teams to successfully perform their work
- Contribute to roster development, staff and leave replacement
 - Actively participate in recruitment processes to ensure the best fit for the service, the team and most importantly the clients we support
 - Mentor team leaders in performance management and ensure all processes and procedures are followed
 - Support the performance and development review framework as appropriate
 - Ensure all WHS processes are followed in accordance with policies, procedures, and processes
 - Promote education and workplace performance that supports safe workplace practices

Client engagement

- Collaborate with clients fostering an understanding of their needs and aspirations in order to ensure service delivery is best meeting their needs within the portfolio
- Working collaboratively with People, Culture and Capability to obtain feedback from clients and staff particularly their views on service delivery
- Contribute to a continuous improvement culture that reviews indicators of client satisfaction and implements actions to achieve improved client outcomes

Safety and Quality Management

- Quality issues notified as soon as practicable to the Executive Manager Operations
- Commitment to continuous improvement principles and adherence to quality standards
- Adherence to internal auditing schedules
- Effective management of risk and the safety of disability support teams and clients
- Report all observed safety incidents and hazards and implement and/or recommend improvements
- This role will be a member of our internal audit team developing a detailed knowledge of internal audit processes and assisting with the internal audit program
- Undertake risk assessments and manage workplace practices effectively

Self-Development

- Actively participate in self development activities.

Key Performance Indicators (KPI's)

To be successful in this role, the incumbent will be required to deliver the following outcomes:

- Commitment to continuous improvement and quality standards
- Mentoring for quality is evident i.e. regular support and supervisions are undertaken and demonstrated with disability support teams
- Mentor team leaders in performance management and ensure all processes and procedures are followed in reference to staff matters
- In collaboration with People, Culture and Capability responsibility for an induction program that reflects current sector demands
- Ensure learning and development support, and performance management of disability support teams
- All new employees are being mentored and a staged induction process that includes a performance review at 1, 3 and 5 months to verify organisational values fit and competencies
- Team leaders have undergone a formal supervision monthly and at least 6 monthly and annually a formal appraisal process during these processes gaps in learning and development will be assessed
- Internal audits are completed as per schedule and recommendations for improvement actioned
- Relationships are formed within local community to increase the opportunity for client liaison and this is reported on monthly
- Staff are managed effectively and accountable to KPI's
- Key focus on customer satisfaction levels, appropriate oversight of disability services and programs, a focus on implementing recommendations from complaints and feedback about the provision of supports.

Qualifications and experience

- Degree Qualification or Certificate IV in Disability and or equivalent significant relevant experience
- Significant experience in coordination of disability support services in accordance with the NDIS practice standards
- Comprehensive knowledge of NDIS rules and the quality and Safeguarding framework
- Leadership qualification or demonstrated leadership experience managing and uplifting performance in teams

Selection criteria

Essential

1. Significant experience in the coordination or provision of disability services
2. Demonstrated ability to provide empowered leadership to teams, creating an environment that promotes positive relationships with employees, clients and other stakeholders
3. Strategic thinking, operational excellence, and focus on continuous improvement and customer experience to identify practical ways to support people with a disability to live their best lives.
4. Exceptional interpersonal skills with the capacity to liaise effectively and cooperatively with a wide range of internal and external stakeholders
5. Demonstrated ability to plan and prioritise work to ensure outcomes are achieved
6. Ability to manage the teams and still provide hands on and direct support to team members
7. Change management skills –leading a team through an ever changing environment and the complexities of growth and diversification
8. Ability to plan and manage resources and budgets effectively
9. Ability to problem solve and resolve complex and challenging issues by taking timely and appropriate decisions
10. The ability to effectively manage risk and issues arising in the course of service delivery and alignment with the NDIS Quality and Safeguarding Framework.

Other requirements

Current unrestricted Tasmanian Drivers Licence

Current Registration to Work with Vulnerable Persons ('Working with Children' Check)

Certificate of Completion of the 'Quality, Safety, and You' – NDIS Worker Orientation Module