

POSITION DESCRIPTION

<u>Position Title:</u>	MANAGER, COMMUNITY SUPPORT
<u>Classification:</u>	Social and Community Services Employee
<u>Department/Program:</u>	Administration
<u>Report to:</u>	Chief Executive Officer
<u>Location:</u>	67 Sutherland Road, Armadale
<u>Issued:</u>	25 February 2020

I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- driver license status (if applicable)
- police check status and DWES status
- the capacity to fulfil the inherent requirements of the role.

Employee's name

Employee's signature

date: / /

SALARY

The position is classified in accordance with the Social, Community, Home Care & Disability Services Industry Award 2010.

POSITION OBJECTIVE

The position exists to supervise recruitment and develop opportunities for volunteers to extend our mission. This includes training and guiding staff to be able to support volunteers within Inclusion Melbourne, and ensure that volunteers are skilled and highly valued members of the Inclusion Melbourne team. This role also involves the promotion of Inclusion Melbourne's work to the community so that volunteers with appropriate skills can be readily recruited for Inclusion Melbourne's various activities. Once recruited, volunteers must be inducted and trained to an appropriate level. The Manager is required to successfully integrate staff support to ensure regular, appropriate recognition of volunteers through regular communication, an annual event and other forms of recognition.

Equally, the position also exists to attract and connect NDIS and CVS clients to Inclusion Melbourne Community Support by successfully marketing our services to a variety of stakeholders through a range of marketing options

The Manager is required to demonstrate leadership within the organisation to ensure that the role of volunteers is well understood and that the volunteers' role can be adapted from time to time to suit Inclusion Melbourne's changing needs. The Manager, Community Support is also a member of the leadership team.

Our Values

Integrity - "To consistently act on sound moral principles"

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

Potential - "The inherent ability or capacity for growth"

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

Individuality - "A single person regarded as a unique personality, distinguished from others by special qualities"

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgmental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

Relationships - "A significant connection existing between people and communities"

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

KEY RESULTS AREA – CLIENT SERVICES	
Key Duties & Responsibilities	Key Performance Indicators (KPI's)
Ensure all clients receive high quality support from volunteers	<ul style="list-style-type: none"> Volunteers are oriented to each participant they support in accordance with Inclusion Melbourne policy and the Guide Beside Guidelines Volunteers and other relevant personnel are informed of the participants' goals and outcomes and of any changes to their support. All staff & volunteers comply with Inclusion Melbourne standards, policies and procedures Relevant personnel work to ensure compatible volunteers are assigned and supports commence in accordance with agreed timeframe with participant Strong professional relationships are developed with staff, volunteers, the people we support and their families through timely, clear and courteous communication.
Manage enquiries and intake	<ul style="list-style-type: none"> Referrals from prospective clients are received & actioned Enquiries from clients, families and authorised representatives are followed up in a timely manner Meetings are arranged with eligible participants /families The Community Support service model is explained and compatibility between the model and participant reviewed The intake process is completed as per Inclusion Melbourne procedure
KEY RESULTS AREA – COMPLIANCE	
Key Duties & Responsibilities	Key Performance Indicators (KPI's)
Ensure day to day regulatory compliance and adherence to organisational policy and procedures	<ul style="list-style-type: none"> Ensure incident reports are completed, submitted and registered and reportable incidents are reported to the NDIS Commission within required timeframes. All client data is current and correctly completed Liaise with NDIS Support coordinators to ensure service agreements are completed and correctly funded All new client data is entered into databases within 2 days of commencement Reports prepared, & service evaluation and acquittal data completed as required All complaints are responded to with 48 hours and recorded in the relevant register. When the complaints process is complete the outcome is communicated to complainant Maintain an active understanding of the Community Visiting Scheme and the National Disability Insurance Scheme Action all departmental OFI's within six months of notification.
KEY RESULTS AREA – HUMAN RESOURCES	
Key Duties & Responsibilities	Key Performance Indicators (KPI's)
Building strong team able to respond to the service needs of participants and the business needs of the organisation.	<ul style="list-style-type: none"> Monitor business growth and emerging workforce needs and liaise with HR to ensure capacity to meet those needs. Participate in recruitment of staff who possess relevant skills and values while maximising efficiency Timely completion of annual staff performance reviews. Attend all management meetings and contribute to a productive, values-based discussion. Manage recruitment, training and retention of staff to meet program aims and individual client goals
KEY RESULTS AREA – OUR TEAM	
Key Duties & Responsibilities	Key Performance Indicators (KPI's)
Manage, support and engage a staff team	<ul style="list-style-type: none"> Participate in regular supervision and performance reviews. Contribute to and promote continuous improvement processes Lead and motivate team members during change management and major sector changes

Nurture and support all volunteers in order to retain the number and quality of volunteers including the organisation of events to promote volunteering and to reward and thank current volunteers	<ul style="list-style-type: none"> Volunteers report satisfaction with support, training/events and the engagement with their volunteer tasks Respond to all complaints within 3 business days and seek to resolve 90% of complaints within 30 days. Respond to all volunteer enquiries within 2 business days of receipt. Increase conversion of attendees at information session to volunteer commencements by 10 per cent. Recruitment, training and retention of volunteers are achieving programs aims
Increase numbers of clients and volunteers	<ul style="list-style-type: none"> Opportunities are publicised regularly to attract clients and volunteers through preparing media releases, brochures and placing advertisements in local media, community groups, educational facilities and websites. Volunteers are carefully recruited, appointed and adequately trained in sufficient numbers to provide support to clients and/or carry out other roles within the organisation
Teamwork	<ul style="list-style-type: none"> Attend and participate in relevant meetings Contributes to the development of the team ensuring communication is positive and effective Model high standard of teamwork Openly support and respect diversity within the team Work with team members to assist in planning and achievement of timelines, goals and outcomes Proactively support other team members
KEY RESULT AREA – CUSTOMER EXPERIENCE	
Key Duties & Responsibilities	Key Performance Indicators (KPI's)
Demonstrates and upholds IM Values	<ul style="list-style-type: none"> Values of Inclusion Melbourne are incorporated into daily work practices.
Customer Service (Internal & External)	<ul style="list-style-type: none"> Model & provide excellent customer service to all stakeholders; Feedback from all stakeholders is complimentary; Low level of complaints from all stakeholders; Able to articulate a comprehensive knowledge of all aspects of Inclusion Melbourne's services. Represent Inclusion Melbourne at regional networks and forums, as relevant
Supports key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.	<ul style="list-style-type: none"> Positive customer feedback All communication is positive and effective.
KEY RESULTS AREA – OTHER	
Key Duties & Responsibilities	Key Performance Indicators (KPI's)
Maintain and monitor a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> Ability to assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and the ability to implement risk mitigation strategies
Maintain and promote a workplace free from discrimination and harassment of any kind and to follow the organisational grievance procedure to report any discriminatory or harassing behaviour.	<ul style="list-style-type: none"> Workplace free from discrimination & harassment. Promote a positive image of the service through effective public relations in community settings and community education. Maintenance of effective working relationships with key internal and external stakeholders
Training & Development	<ul style="list-style-type: none"> Attends relevant training Demonstrates positive initiative and takes opportunities to increase skills of self and team Active participation in supervision meetings Feedback is accepted in an open and receptive manner

KEY RESULTS AREA – ADMINISTRATION	
Key Duties & Responsibilities	Key Performance Indicators (KPI's)
Carry out regular review and updates of policies and procedures within area of responsibility and ensure organisational compliance.	<ul style="list-style-type: none"> • All policies & procedures are updated every two years or when required ensuring the currency, accuracy, and relevance of these policies and procedures in line with legislation, regulation and funding agreements • All OFI's actioned within six months of notification. • Policies & procedures monitored regularly. • The volunteer and other databases provide support to an effective communication and information system and ensure all general record-keeping related to the service is adequate and current
Management of claims on PRODA, ensure that the services delivered are claimed in a timely manner from NDIS.	<ul style="list-style-type: none"> • Claims are made in a timely manner and income reports monitored
Other tasks as directed by the CEO from time to time.	<ul style="list-style-type: none"> • Timely and accurate preparation of key performance data and other information for the IM Board • Provide availability out of hours to facilitate introductions & to accept calls for emergency situations
Explore and evaluate options and implement initiatives to continually improve financial performance.	<ul style="list-style-type: none"> • All financial transaction methodologies are robust. • Dependable systems are in place at all times • Funding submissions are prepared accurately and promptly
Liaise with relevant government departments and other provider organisations	<ul style="list-style-type: none"> • Effective administration, delivery of volunteer services and reporting provided

ORGANISATIONAL RELATIONSHIPS

Reports to:	Chief executive officer
Supervision:	Coordinator, Leisure Buddies; Coordinator, Friendly Visitors; Coordinator, Community Support; Project and induction training staff; Volunteers
Internal Liaisons:	Leadership Team All Staff Continuous Improvement Committee Volunteers
External Liaisons:	People we support and their families Industry Associations

EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

In order to achieve the duties and responsibilities of the position, the Manager, Community Support is expected to: -

- exercise a degree of autonomy within objectives and budget
- undertake a variety of tasks of a specialised and/or detailed nature under general direction;
- exercise professional judgement
- provide specialist technical advice
- establish priorities and monitor work flow in areas of responsibility
- use initiative to identify, or predict an issue may arise and assess or think through resolution options using sound problem solving skills
- not commit the organisation to any obligations beyond the scope of the duties
- alert management of any potential issue or crisis.

ACCOUNTABILITY

Accountable for the management of the day to day operations of the Community Support area including management of workloads and meeting deadlines.

KEY SELECTION CRITERIA

Essential

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisations strategic directions
- Demonstrated capacity to coordinate and manage multiple projects to tight deadlines
- Demonstrated excellent organisational, reporting, budgetary and management skills
- Demonstrated experience in volunteer coordination, training and management
- Demonstrated high level of communication and customer service skills and the ability to maintain effective relationships
- Experience in developing training and documentation materials
- Demonstrated database management, record keeping and report writing experience
- Tertiary qualifications relevant to working in the community sector
- Strong leadership skills
- Excellent oral and written communication skills, including presentation skills
- Excellent interpersonal skills; capacity to interact with staff at all levels and to work effectively as part of a team

Desirable

- Previous experience in managing staff
- Experience in working with people
- Experience or understanding of NDIS funding principles and methodologies will be highly regarded
- Experience or understanding of not-for-profit or community sector will be highly regarded.

CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES) Visit Inclusion Melbourne's website, staff portal page for further information. Flexibility with working hours as there may be some occasions where after hours or weekend work is required. This will be negotiated with manager.

QUALITY AND CONTINUOUS IMPROVEMENT

Inclusion Melbourne adopts a continuous improvement approach in all services provided to external and internal customers, and in all policies, processes and procedures. All staff members are required to display commitment to, and to participate in continuous improvement by constantly seeking to introduce efficiencies and economies in the performance of their duties as a contribution to ongoing productivity improvement.

CUSTOMER SERVICE

Inclusion Melbourne is committed to ensuring that all clients/customers internal and external receive friendly and responsive service. Staff are required to comply with the following principles of good service:

- Answer telephones promptly, within 5 rings.
- Acknowledge all clients /customers promptly
- Treat all clients/customers with respect and courtesy.
- Provide high quality customer service.
- Convey accurate information.
- Communicate courteously.

Privacy, Security & Confidentiality

Inclusion Melbourne acknowledges and respects the privacy of individuals' and adheres to the Privacy Principles of the Health Records Act 2001; the Information Privacy Act 2000; the Commonwealth Privacy Act 1988 and the Australian Privacy Principles. These control the way Inclusion Melbourne collects, stores, uses and discloses personal information.

Staff will be expected to:

- Ensure information held regarding the people we support; employees and volunteers is stored securely.
- Use or disclose personal information only for the purpose for which it was collected.
- Take reasonable steps to protect personal information from; misuse, loss and unauthorised access, modification and disclosure.
- Take reasonable steps to make sure that the personal information collected, used or disclosed is accurate, complete and up-to-date.
- Take reasonable steps to destroy or de-identify personal information that is no longer required for the purpose it was held.

Inclusion Melbourne is committed to ensuring that the privacy and confidentiality of all people we support, staff, volunteers and business information is maintained by all associated with Inclusion Melbourne.

GENERAL INFORMATION

Training & Development

Inclusion Melbourne will provide training internally and externally to encourage employees at all levels to reach their potential. All employees are required to undertake any compulsory training courses offered at Inclusion Melbourne. Staff are also required to show others how the systems under their control operate.

Occupational Health, Welfare and Safety

The Board and management are totally committed to the development, implementation and maintenance of policies and procedures, which sustain a safe and healthy work environment.

Management recognises its duties and responsibilities under the Occupational Health and Safety Act 2004, and accepts accountability of the management of OHS programs and the resolution of health and safety issues.

All staff shall accept that they have a duty of care to protect not only their own Health and Safety, but also that of their fellow employees, service users, contractors, volunteers and the public. Staff are expected to participate with management in the continual improvement of workplace standards. All staff will assist with injury management initiatives and co-operate with Return to Work programs within the workplace.

Policies & Procedures

A comprehensive set of policies and procedures are available on Inclusion Melbourne's online quality portal, Standards & Performance Pathways (SPP). It is expected that all staff familiarise themselves with the organisation's policies and procedures.

Conditions of Employment

Terms and conditions of employment are in accordance with the Social, Community, Home Care & Disability Industry Award 2010 and the National Employment Standards (NES). A copy of the Award and the NES guidelines are available on Inclusion Melbourne's website. For further information refer to the Conditions of Employment policy.

Probationary Appointment

In accordance with the provisions of the Fair Work Act and Regulations, a six month probationary period will apply, to relevant positions.

Superannuation

Inclusion Melbourne will make superannuation contributions in accordance with its obligations under the Superannuation Guarantee (Administration) Act 1992. Employee contributions are optional.

Unless an alternative accredited superannuation fund is nominated on commencement of employment, employees will be required to join Inclusion Melbourne's default superannuation fund.

Salary Packaging

Participation in Inclusion Melbourne's Salary Packaging and Employee Benefits Program is entirely optional for all employees. Inclusion Melbourne recommends that employees seek independent financial or taxation advice about salary packaging before commencement of packaging arrangements. Copies of salary packaging documentation will be provided to staff at the commencement of their employment, or on request at any time after commencement.

For further information please visit the website of our salary packaging provider AccessPay or contact AccessPay directly.

- Phone – 1300 133 697 (8am-6pm ACST Mon-Fri)
- Email – customerservice@accesspay.com.au
- Fax – 1300 361 498

Long Service Leave

Long Service Leave is provided for in the National Employment Standards (NES), the Long Service Leave Act 2018 and Inclusion Melbourne's Conditions of Employment policy.

Annual Leave

Annual Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

Personal/Carer's Leave & Compassionate Leave

Personal/carer's leave and compassionate leave are provided for in the National Employment Standards (NES) and Inclusion Melbourne's Conditions of Employment policy.

Ceremonial Leave

An employee who is legitimately required by indigenous tradition to be absent from work for Aboriginal or Torres Strait Islander ceremonial purposes will be entitled to up to 10 working days unpaid leave in any one year, with the approval of the Chief Executive Officer. Further details refer Inclusion Melbourne's Conditions of Employment policy.

Parental Leave

Parental Leave is provided for in the National Employment Standards (NES) and Inclusion Melbourne's Parental Leave policy.

Purchase Additional Leave

Refer Conditions of Employment policy and the Additional Leave Purchase Employee Information Booklet.

Designated Breaks

Staff should discuss specific work requirements with their manager. A calendar is developed each year for some Inclusion Melbourne business units, and these will be distributed to staff and volunteers, identifying dates of service closure and public holidays.

Termination of Appointment

Notice of termination is provided for in the NES. The notice of termination required to be given by an employee is the same as that required of an employer except that there is no requirement on the employee to give additional notice based on the age of the employee concerned. If an employee fails to give the required notice the employer may withhold from any monies due to the employee on termination under the award or the NES, an amount in respect of the period of notice required by this clause less any period of notice actually given by the employee. The period of notice is as follows:

1 year or less	1 week
1 year and up to the completion of 3 years	2 weeks
3 years and up to the completion of 5 years	3 weeks
5 years and over	4 weeks

In addition, employees over 45 years of age at the time of the giving of notice with not less than two years continuous service, are entitled to an additional week's notice.

Right to Work in Australia

You must either be an Australian citizen; or have permanent residence status; or have an appropriate visa issued by the Department of Immigration and Citizenship that entitles you to work in Australia.

Smoke Free Work Place

The organisation has a "No smoking" policy in all Inclusion Melbourne buildings. Smoking is also prohibited in organisational vehicles.

Criminal Record Check

A criminal records police check must be undertaken prior to employment for all persons who are the preferred applicants for all positions. An unsatisfactory assessment may result in the applicant not being appointed. Appointment is subject to a satisfactory police check. An applicant who refuses to complete the appropriate forms will not be appointed.

Disability Workers Exclusion Scheme (DWES)

It is a condition of your engagement with Inclusion Melbourne that your employment is subject to the operation of the Disability Worker Exclusion Scheme (DWES), as amended from time to time. The Scheme is maintained by the Department of Health and Human Services.

Other Employment or Conflict Of Interest

During your employment with Inclusion Melbourne, you must not, without the Chief Executive Officer's prior consent, undertake any appointment, position, work or other employment (whether paid or unpaid), that:

- results in you competing with Inclusion Melbourne
- (e.g. enter into a private arrangement with a family with whom you have come into contact with via Inclusion Melbourne);
- results in you using confidential information
- (e.g. client contact details) for competitive purpose or personal gain;
- otherwise adversely affects Inclusion Melbourne; or
- affects the performance of your duties to Inclusion Melbourne.

This consent will not be reasonably withheld; Inclusion Melbourne acknowledges that part-time and casual staff are likely to hold positions with multiple employers.

Return of Documents & Property

Upon the termination of your employment with Inclusion Melbourne, or at any time on the request of Inclusion Melbourne, you will immediately deliver up to Inclusion Melbourne, all documents which were prepared by or on behalf of Inclusion Melbourne, or which belong to any client or customer of Inclusion Melbourne, and which are in your care, custody, or control, and all other property belonging to Inclusion Melbourne.

Use of Private Vehicles for Work Related Activities

Where an employee is authorised to use his/her own vehicle for work related activities, a mileage allowance is paid in accordance with the Award. Persons using their own vehicle for work related purposes are strongly encouraged to take out motor vehicle insurance cover and to inform their insurer of the work related nature of the vehicle usage.

Risk Management

All staff have a responsibility to understand and observe the Risk Management Policy and related procedures in accordance with training and instruction given, and to report any risk to their immediate supervisor. Risks that affect the organisation may result from property damage, unethical or fraudulent behaviour or illness and injury to people.

Equal Opportunity & Diversity

All appointments will be made in conformance with the spirit and intent of the Equal Opportunity and Anti-Discrimination legislation. Inclusion Melbourne is committed to maintaining a diverse workforce that reflects the diverse needs of the people we support. Inclusion Melbourne is an equal opportunity employer and encourages applications from people with a disability, and from culturally and linguistically diverse backgrounds including Aboriginal and Torres Strait Islanders, and the LGBTIQ community.