

POSITION DESCRIPTION

<u>Position Title:</u>	Manager Direct Support
<u>Classification:</u>	Social and Community Services Employee - Level 5
<u>Employment Status:</u>	Full-Time
<u>Department/Program:</u>	Direct Support
<u>Report to:</u>	Head of Services and Development
<u>Location:</u>	Armadale
<u>Issued:</u>	July 2024

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’s license status (if applicable)
- police check status & NDIS safety screening clearance or
- the capacity to fulfil the inherent requirements of the role

Employee’s name
Date:

Employee’s signature

POSITION OBJECTIVE

The Manager Direct Support will have primary responsibility for the ongoing support of both participants and staff. This role will oversee the service delivery of Direct Support at Inclusion Melbourne.

This will include recruitment, retention, coaching and management of employees, whilst supporting efficient transition of participants to direct support services. Oversight and support to the rostering of employees, and liaison with participants and families are a key part of this operational role.

As part of the responsibility and accountability for the Direct Support team, this role will dedicate a min 0.4FTE of the role to Practice Leadership. This will require the delivery of support and training in the field, performance appraisals and development of individual professional development plans, supporting staff in accordance with Inclusion Melbourne’s person-centred services and practice framework.

The Manager will develop and maintain relationships with both internal and external stakeholders, families, Supported Independent Living services, Support Coordinators and other professionals.

The Manager will maintain responsibilities for exceptional customer service, as well as being a positive ambassador for Inclusion Melbourne and promote our services to the wider community.

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-judgemental 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 – INTAKE

Responsibilities	Duties
Collaborates with the Intake Officer, to support transition of participants to service	<ul style="list-style-type: none"> • Clearly articulates the benefits of respective service options. • Liaises with Intake Officer to ensure compatibility with Inclusion Melbourne services and that the participant has the correct type and required amount of funding to purchase desired services. • Maintains Direct Support capacity, to inform intake process to manage wait times.

KEY RESULTS AREA – ROSTERING

Responsibilities	Duties
Manages and oversees the efficient and accurate rostering of Direct Support Professionals.	<ul style="list-style-type: none"> • Collaborates and supports the Rostering Coordinator to maintain continuity of care and refinement of rostering tools related to direct support service delivery. • When required, undertakes rostering duties to ensure shifts are filled, and participant expectations are met. • Regularly audits and oversees rosters, to maintain effective use of resources, accurate data, that workforce capacity is maximised and budgets are met.

KEY RESULTS AREA – MANAGEMENT OF TEAM

Responsibilities	Duties
Supervises a team of Direct Support employees, Rostering Co-ordinator, Community Inclusion and Vocational Officers to ensure high quality and timely services are delivered to all participants.	<ul style="list-style-type: none"> • Supports Roster Coordinator (active backfill when required) to ensure all participants are rostered and matched with appropriate support for every shift to ensure business continuity • Compliant with Industrial/contractual conditions, including Modern award entitlements, minimum permanent hours are met. • Perform rostered, out of hours on call duties as required.

<p>Manages staff performance and development.</p>	<ul style="list-style-type: none"> • Conducts regular supervision and coaching with direct reports in line with org requirements. • Monitors staff training and learning goals and ensures all staff are delivering service at expected standard, and in accordance with IM practice framework. • Conducts timely performance appraisals for direct reports, developing individual professional development plans and supervising staff to achieve those their roles' goals. Implements performance processes when these goals are not being met. • Manages and supports the induction and orientation processes for new Direct Supports' staff.
<p>Manages and oversees the approval of timesheets ensuring that pay related matters are provided to Finance in a timely and accurate manner.</p>	<ul style="list-style-type: none"> • Timesheets are approved within the required deadlines to ensure the required payroll data is accurate. • Ensures that the necessary data for accurate payroll processing, including regular hours, overtime, annual leave, personal leave and other types of leave is provided within the required deadline. • Reconciles Schedule board with Timesheet approval daily

KEY RESULTS AREA – PRACTICE LEADERSHIP

Responsibilities	Duties
<p>Ensures support staff have the skills and understanding to deliver high-quality person-centred services and support under the IM Practice Framework.</p>	<ul style="list-style-type: none"> • Delivers practice support and training to DSPs, CIVO's and other staff as required, in alignment with the IM practice framework and in collaboration with Head of Policy, Research and Advocacy, ensuring these staff are regularly engaged in practice coaching sessions. • Conducts a minimum of two planned practice coaching sessions per week to observe practice and provide constructive feedback and guidance to both Direct Support Staff, and other staff as required. • In accordance with the IM practice framework, undertake performance appraisals and development of individual professional development plans, and support DSPs, CIVO's and other staff where required to achieve practice goals.
<p>Demonstrates the ability to think strategically, innovatively and practically about ways to support people with disability in a variety of settings, and to achieve their goals in the community as equal citizens. This includes ensuring participants receive high-quality support from Direct Support Professionals and Community Inclusion and Vocation Officers and high quality, relevant training from Inclusion Training.</p>	<ul style="list-style-type: none"> • Teach support staff, particularly DSPs and CIVO's, and ensure they are able to: <ul style="list-style-type: none"> - undertake effective initial orientation and engagement with each participant they support - co-design and implement unique, person-centred, inclusive, personalised service solutions around each participant, with a focus on strategically addressing and achieving vocational goals. - co-design and deliver teaching and learning strategies to enhance the participants' skills and abilities in line with their goals - work in accordance with IM's standards, policies and procedures, and Practice Framework

	<ul style="list-style-type: none"> • Ensure participant quarterly meetings are conducted according to the Practice Framework and that meetings incorporate review of PVJ (Personalised Vocational Journey) progress.
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KEY RESULTS AREA – CLIENT SERVICES

Responsibilities	Duties
Ensures participants receive high-quality service provision, through strong professional relationships with employees, the people we support and their families.	<ul style="list-style-type: none"> • Ensures each participant is orientated to a Direct Support Professional in accordance with Inclusion Melbourne policy, providing ongoing support to ensure the employee matching is successful • Oversees timely and accurate communication of changes required to support participants, such as service agreements, behavioural support plans etc, to key internal stakeholders in accordance with IM Privacy policy and legislation. • Provides oversight of participant’s plans, and monitors participant’s funding and service provision, within the allocated budget. • Ensure the values of Inclusion Melbourne are modelled through excellent customer service • Positive customer feedback and low level of complaints
Customer Service (Internal & External)	<ul style="list-style-type: none"> • Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.

KEY RESULT AREA – BUSINESS DEVELOPMENT

Promote and enhance the organisation	<ul style="list-style-type: none"> • Attend events, developing and delivering presentations and representing the organisation as required
Develop and generate new opportunities for Direct Support	<ul style="list-style-type: none"> • Build and maintain strong local community and referral networks that offer opportunities for partnerships and engagement of services with Inclusion Melbourne. • Identify, generate, and convert leads to increase Direct Support Services to both new and existing participants. • Have knowledge of all aspects of Inclusion Melbourne’s services and represent Inclusion Melbourne at regional networks and forums when required.

KEY RESULTS AREA – HUMAN RESOURCES

Responsibilities	Duties
Builds strong teams able to respond to the service needs of participants and the business needs of the organisation.	<ul style="list-style-type: none"> • Monitors business growth and emerging workforce needs and liaises with Head of Services and Development and HR to ensure capacity to meet those needs. • Participates in recruitment of employees who possess relevant skills and values while maximising efficiency. • Ensures IM Privacy policy and legislation is adhered to when managing employee records and information.

KEY RESULTS AREA – ADMINISTRATION

Responsibilities	Duties
Manages and oversees the efficient and accurate use of the CRM, including data reporting and analysis.	<ul style="list-style-type: none"> • Collaborates and supports Head of Services and Development to maintain and refine tools, and actively seek opportunities for improvement related to direct support service delivery, such as rostering tools, CRM, and Brevity. • Develops and provides up-to-date reports on requested metrics. • Uses system tools & functionality to build in safeguards related to over-servicing, under-servicing, compliance and other items as required.
Manages and oversees appropriate documentation within Direct Supports	<ul style="list-style-type: none"> • Ensures all systems, reporting requirements, incident reports, file notes, and participant notes are undertaken in an accurate and efficient manner.

KEY RESULTS AREA – COMPLIANCE

Responsibilities	Duties
Ensures day-to-day regulatory compliance and adherence to organisational policy and procedures.	<ul style="list-style-type: none"> • Ensures all incident reports received are completed, submitted and registered in accordance with compliance requirements assisting HO Services and Development and HO Policy, Research and Advocacy to manage serious incidents • Prepares reports, service evaluation as required. • Ensures all complaints are responded to within 48 hours, completed for areas of responsibility and recorded in the relevant register. • Manages and oversees any risks of OHS both physical/psychological safety.

KEY RESULTS AREA – ORGANISATIONAL TEAM

Responsibilities	Duties
Teamwork	<ul style="list-style-type: none"> • Attends, participates and contributes positively in relevant departmental and organisational meetings. • Models high standards of teamwork with peers and direct reports. • Openly supports and respects diversity and inclusion within the organisation.

KEY RESULTS AREA – Other

Responsibilities	Duties
Maintains and monitors a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> • Demonstrates 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.
Maintains and promotes a workplace free from discrimination and harassment of any kind and follow the organisational grievance procedure to report any discriminatory or harassing behaviour.	<ul style="list-style-type: none"> • Acts as a role model and ensures conduct and behaviour promote a workplace free from discrimination & harassment. • Reports any behaviour or conduct which is a breach of Inclusion Melbourne's policy to your manager, CEO or Human Resources.

Training & Development	<ul style="list-style-type: none"> • Attends relevant training and supervision meetings. • Accepts and undertakes opportunities to increase skills, has a positive outlook, and accepts feedback in an open and receptive manner.
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ORGANISATIONAL RELATIONSHIPS

Reports to: Head of Services and Development

Supervision: Rostering Co-ordinator
Direct Support Professionals
Community Inclusion and Vocation Officers

Internal Liaisons: Head of Services and Development
Manager Community Supports
Administration & Finance Team
Manager Support Coordination
Inclusion Training
Quality team

External Liaisons: People supported by Inclusion Melbourne, their families and/or carers
National Disability Insurance Agency
Non-government organisations
External service providers
Specialist agencies and services
Members of the public
Contracted professionals

ACCOUNTABILITY

Accountable for the delivery of high-quality person-centred services to participants including:-

- Facilitating seamless engagement and implementation of services and supports.
- Reliable and high-quality delivery of services through the allocation of Direct Support Professionals.
- This will be achieved through: -

Setting priorities and monitoring workflow;

Providing expert advice to direct reports;

Effective and efficient communication with all stakeholders;

Exercising judgement and initiative where policies and procedures are not clearly outlined;

EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

In order to achieve the duties and responsibilities of the position, the Manager, Direct 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 and provide specialist technical advice;

- establish priorities and monitor workflow in areas of responsibility.
- use initiative to identify, or predict an issue that may arise and assess or think through resolution options using sound problem-solving skills.

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 organisation's strategic directions.
- Ability to articulate service offerings and support participants to understand the benefits of Inclusion Melbourne service offerings.
- Strong knowledge of NDIS, including the price guide, reading NDIS plans and a mature knowledge of person-centred and inclusive practice.
- Ability to oversee and understand rostering and rostering systems.
- High-level management skills, excellent interpersonal skills and a genuine interest in working with a diverse range of people.
- Proven ability to identify and remediate underperformance within teams and individuals.
- An appropriate tertiary qualification or other formal qualifications with substantial work experience related to inclusive person-centred service design and delivery.
- Proven teamwork skills and the ability to work both collaboratively and independently.
- Exceptional Microsoft Office skills and substantial experience managing a client relationship database.
- Strong written and oral communication skills, including the ability to communicate effectively with a range of stakeholders.
- Current Victorian Driver's License and vehicle access.
- Sound understanding of Occupational Health and Safety.