

# Position Description

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|-----------------------------|-----------------------------------|------------------------|----------------------------|
| <b>Position Title:</b>      | Service Manager                   | <b>Division:</b>       | Home and Living            |
| <b>Position Reports to:</b> | Group Manager                     | <b>Direct Reports:</b> | Disability Support Workers |
| <b>Classification :</b>     | Standard Conditions of Employment | <b>Band:</b>           | Band E                     |
| <b>Approved by:</b>         | Group Manager                     | <b>Date approved:</b>  | January 2022               |

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## Primary Position Objective:

The Service Manager is responsible for operational management of one or more supported accommodation or facility based respite services to ensure the provision of:

- leadership in the delivery of high quality of life outcomes for people with disability (and their families where appropriate)
- management coaching and support to a team (or teams) of disability support workers
- overall performance of the service' meeting targets identified in annual work plans
- promotion of community inclusion and person directed support that exceeds the minimum disability standards and delivered within available resources

This role includes a component of rostered after hours on-call.

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## Organisational Overview

Yooralla is a not-for-profit organisation offering high quality support services for people with disability. Established in 1918, Yooralla offers a wide range of services to people of all ages who are either born with or acquire a disability as the result of accident, ill health or age. Over 2000 Yooralla employees work alongside more than 30,000 Victorians with a disability and their families.

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### Vision

A world where people with disability are equal citizens

### Mission

To provide quality, sustainable and flexible services that uphold human rights and create opportunities, empowering individuals to live the life they choose

### Values

**Customer Focused** in our service, creative in our solutions  
**Courageous** in speaking up, determined in facing challenges  
**Authentic** in our relationships, honest in our conduct  
**Accountable** in our work, responsible for our actions  
**Respectful** of choices, embracing of diversity  
**Passionate** about our work, driven by our vision

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## Organisational Accountabilities (applicable to all employees)

### Positive Working Relationships

- Demonstrated ability to work as part of, and contribute to, a person/family centred team.
- Facilitate good working relationships with all departments of Yooralla, the community, customers, their families, and carers, through clear communication and a willingness to work towards the prompt resolution of any concerns.
- Ability to initiate and maintain contacts with a broad range of people and community organisations to ensure customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer

### Customer Safeguards and Wellbeing

In providing quality services, Yooralla complies with the Disability Service Standards, Victorian Charter of Human Rights and Responsibilities Act 2006 and the Principles and Objectives of the Disability Act 2006. We also adhere to the United Nations Convention of the Rights of Persons with Disabilities 2006 to ensure the rights and wellbeing of every individual are recognised, respected, protected and fulfilled.

### Cultural and Linguistic Diversity

Undertake all interactions with customers and co-workers in a culturally sensitive manner and take appropriate account of cultural and linguistic diversity.

### Occupational Health and Safety

Comply with the requirements of Victorian Occupational Health and Safety (OHS) Act 2004 and related OHS procedures and Safe Operating Procedures developed by Yooralla, including:

- Work in a manner that considers the health and safety of self and others
- Report to work fit for duty and not negatively affected by alcohol, drugs, medication or other substances
- Ensure that all work areas are maintained in a safe condition
- Complete site induction
- Identify, report and record all safety hazards, incidents and injuries
- Participate in OHS training programs
- Participate in OHS consultation and communication meetings
- Wear and maintain personal protective equipment and clothing correctly.

### Quality Assurance and Continuous Improvement

- Attend meetings, workshops, conferences and training as required.
- Become familiar with and follow Yooralla's policies, procedures and management instructions.
- Be open to new ways of doing things that enhance the quality of life of people with disabilities; respond to challenges with innovative ideas and solutions.
- Strive for and promote a continuous quality improvement culture in the quality system and work practices and offer strategic advice to improve customer relations.

### Decision Making Authority:

Please refer to the delegation schedule available on the Yooralla Intranet <http://intranet.yooralla.com.au>

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## Position Specific Responsibilities

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| <p><b>Key Result Area</b><br/> <b>Outcomes for People with Disability</b></p> | <p><b>Key tasks</b></p> <ul style="list-style-type: none"> <li>• Person-centred/directed plans in place for every customer according to support need (including support plans, behaviour support plans, medical support plans)</li> <li>• Evidence of quality of life outcomes achieved for each customer according to their preference, choice and direction</li> <li>• Evidence through a formalised feedback mechanism that customers are exercising maximum choice and control</li> <li>• Evidence that families and advocates are involved and kept informed of key activities (where appropriate) according to the need and choice of the customer</li> <li>• Outcomes and measurable targets with annual quality and management plan (developed in conjunction with customers, families and staff) for the service are met</li> </ul>   |
| <p><b>Practice Leadership</b></p>   | <ul style="list-style-type: none"> <li>• Demonstrated person-centred values and attitudes in line with Yooralla’s values, vision and strategic directions.</li> <li>• Agreed set of standards and objectives for the service, developed by customers and staff, implemented and monitored</li> <li>• Mentor, train and/or coach each staff person within the team to deliver consistent high quality Person-directed support</li> <li>• Demonstrated team approach to delivering high quality supports</li> <li>• Coordinated and facilitated effective staff meetings used as a key forum for facilitating teamwork, enhancing staff relationships, canvassing opinions and communicating information.</li> <li>• Annual professional development and wellbeing plan developed and implemented with measurable outcomes that enhance service leadership</li> </ul>  |
| <p><b>Quality and Innovation</b></p>  | <ul style="list-style-type: none"> <li>• Demonstrated positive working relationships with customers, their families, all departments of Yooralla and the broader sector that enhance quality outcomes for people with disabilities</li> <li>• 100% compliance with legislative requirements</li> <li>• Identification and promotion of new ways of doing things that enhance the quality of life of the people with disability; respond to challenges with innovative ideas and solutions</li> <li>• Successful outcomes from internal and external audit outcomes underpin a culture of continuous improvement within the service</li> <li>• Demonstrated networks in place both within Yooralla and in the community with key partners, services and organisations that lead to measurable outcomes for customers</li> <li>• Annual quality plans developed and implemented based on a continuous improvement approach - identifying opportunities for services involvement in strategic planning for the organisation</li> <li>• Demonstrated positive working relationships in place with key contacts within DHHS that enable opportunities for mutual growth, development and support</li> <li>• Participation on a range of key working groups within Yooralla and/or the sector</li> </ul> |

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| <p><b>Service Management</b></p> | <ul style="list-style-type: none"> <li>• Each staff member has the confidence and competence to meet the accountabilities of their key work areas in a way that promotes the rights, choices and dignity of people with disability</li> <li>• Each staff member has an annual professional development and wellbeing plan in place to meet the ongoing accountabilities of their role.</li> <li>• Formal monthly supervision provided to each staff member</li> <li>• Demonstrated capacity to manage poor performance either with individual staff or within the team</li> <li>• Succession planning in place within the team with appropriate levels of training provided to ensure capability.</li> <li>• Full responsibility for staffing within the service including (but not necessarily limited to):             <ul style="list-style-type: none"> <li>➢ Recruitment</li> <li>➢ Rostering</li> <li>➢ Casual staff management</li> <li>➢ Staff training</li> </ul> </li> <li>• Full responsibility for financial outcomes for the service including (but not necessarily limited to):             <ul style="list-style-type: none"> <li>➢ Setting of the annual budget</li> <li>➢ Monthly monitoring against budget</li> <li>➢ Management of casual and agency staff costs</li> <li>➢ Flexibility within rosters or staffing levels to meet customer needs</li> </ul> </li> <li>• Full responsibility for:             <ul style="list-style-type: none"> <li>➢ the monitoring, recording and reconciliation of customer and provisions funds.</li> <li>➢ the wellbeing of staff and customers within the service meeting all occupational health and safety standards</li> <li>➢ meeting reporting and compliance requirements the reporting services, customers and staff are identified, managed and regularly reviewed using data to improve both the quality and sustainability of services</li> </ul> </li> <li>• Demonstrated compliance within each reporting service of Yooralla’s policies, procedures and strategic directions.</li> </ul> |
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## Selection Criteria

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| <p><b>Mandatory Requirements</b></p> | <ul style="list-style-type: none"> <li>• NDIS worker screening check</li> <li>• A current HLTF301B Apply First Aid Certification</li> <li>• A current Victorian Working with Children Assessment Notice (may be required as per legislation)</li> <li>• A current Australian drivers licence</li> <li>• Preparedness to undertake a psychometric assessment to assess suitability for employment</li> </ul> |
| <p><b>Qualifications</b></p>         | <ul style="list-style-type: none"> <li>• Relevant tertiary qualifications and/or significant experience in the human services area</li> </ul>   |

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| <b>Professional Experience/ Key Knowledge Areas</b> | <ul style="list-style-type: none"><li>• Demonstrated ability to manage financial and staff resources in a complex environment, as well as the ability to effectively manage the wide range of issues, which arise while responding to the diverse and equally important, needs of all stakeholders</li><li>• High level knowledge of Disability Services and other relevant legislation, Disability Service Standards and staff management principles are essential</li><li>• Commitment to a philosophy of person-centred service delivery, social justice and an environment of trust</li><li>• Significant understanding and expertise in, and a commitment to the delivery of services to people with a disability in line with the guiding principles of the State Disability Plan 2013 - 2016</li><li>• Ability to initiate and maintain contacts with a broad range of people and community organisations to ensure customers' access to services, appropriate communication with fellow workers, families and other people involved with the service and in the life of the customer/s</li><li>• Significant knowledge of, and ability to support staff to implement contemporary approaches to the rights and support needs of people with disability</li><li>• Significant and appropriate experience in working with people with intellectual, physical, multiple disabilities or acquired brain injury (ABI), including in the development of person centred plans that are designed to support people with a disability to achieve their personal dreams and aspirations</li></ul> |
| <b>Personal Skills and Attributes</b>               | <ul style="list-style-type: none"><li>• Demonstrated capacity to lead a team(s) of staff, encouraging them to reach their full potential</li><li>• Excellent communication skills, both written and verbal, as well as “people skills”</li><li>• Excellent initiative and self-directed work practices as well as highly developed organisational skills</li><li>• Problem solving in this position requires well developed analytical, interpretive, evaluative and/or constructive and creative thinking</li><li>• Demonstrated ability to work effectively in a complex matrix environment with all staff, customers and stakeholders.</li><li>• Proficient computer skills including Microsoft Office</li></ul>   |