

Position Description

Position Title:	Group Manager	Division:	Home and Living (H & L)
Position Reports to:	Director, Home and Specialist Services	Direct Reports:	Service Managers and Administrative Support
Classification:	Standard Conditions of Employment (SCoE)	Band:	Band C
Approved by:	Director, Home and Specialist Services	Date approved:	February 2022

Primary Position Objective:

The Group Manager is responsible for:

- The leadership and operational management of a region within the Home and Living Division and the managers and staffing teams within a regional portfolio.
- The design, delivery and evaluation of cost efficient, innovative and high-quality service delivery
- Ensuring the delivery of Person-Centred Active Support and Lifestyle Planning supports by staff across all Home and Living services

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 with a disability. Yooralla employs over 2000 employees who provide services to people with disability across Victoria.

Our Purpose

To support people with disability to live the life they choose

Our Promise

Designed by you, supported by us, and achieved together

Our 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 purpose and values

Decision Making Authority:

Position Description

Please refer to the delegation schedule available on the Yooralla [Intranet](#)

Position Specific Responsibilities

Objectives of your role (Key Result Areas)

Policy and Planning

Key tasks

- Take the lead role in the development and implementation of Yooralla's mission, vision, values, and strategic plans for optimal service delivery
- Developing an annual plan in line with Yooralla's strategic direction that meets ongoing needs and promotes best practice service delivery
- Work with the ED, Home and Living and other Group Managers to develop operational goal action plans for the Home and Living Division
- Investigate new trends and techniques for service delivery methods and service quality in line with the NDIS environment
- Maintain an awareness of the choices and aspirations of people with disabilities to inform service development
- Represent Home and Living services at Divisional meetings, on organisation steering committees / working groups and Yooralla's senior management team
- Support the Executive and the Senior Management Team in the formulation and implementation of policy and procedures within Yooralla
- Participate with government and other service providers and the community to contribute to the development of services, community supports and integration of people with disabilities

Leadership, Service Delivery and Staff Management

- Provide strong leadership to a group of managers to develop, implement and maintain effective best practice service delivery for people with disabilities that maximises choice and control
- Provide strong leadership for the management team to implement and maintain effective, person-centred services for people with disabilities primarily Person-Centred Active Support, Practice Leadership, and Lifestyle Planning.
- Establish effective client consultation mechanisms for divisional and individual services
- Maximise productivity of employees through effective management of resources and time
- Ensure effective and efficient use of human resources through best practice rostering and good people management including timely management of staff requiring return to work opportunities
- Develop and maintain a safe, harmonious working environment for all employees
- Provide regular formal and informal supervision, mentoring and support to Service Managers and Administrative staff
- Undertake annual performance reviews of all direct reporting staff.
- Ensure that Service Managers and their staffing teams have a clear understanding of the organisational and Home and Living policies and procedures, work instructions and processes
- Ensure appropriate orientation and supervision of volunteers utilised by services
- Provide opportunities and resources for staff training and development according to training plan and budgetary requirements
- Provide monthly operational and ad-hoc reports to Home and Living Executive Director

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	<ul style="list-style-type: none"> • Contribute toward maintaining a positive working environment within the Home and Living Division, attend regular meetings, workshops and training as required.
Financial Management	<ul style="list-style-type: none"> • Working with the Executive Director, Senior Group Manager, other Group Managers and Finance Team to develop the annual and regional business budget, ensuring the financial viability of the division • Prepare and monitor the regional annual budget in line with Yooralla and Home and Living Division budgetary procedures and ensure budget expenditure limits are not exceeded and KPIs are delivered • Ensure support is provided to managers in the development of each service budget • Ensure service rosters are developed utilising Home and Living best practice rostering principles and meet the service financial budget parameters • Supervise, support and coach managers in the monitoring of individual operational budgets ensuring services remain in budget, developing action plans to address budget deficits and report regularly on budget outcomes • Ensure understanding of, and compliance with, organisational financial accountability processes • Source, identify and pursue funding options, preparing high quality funding submissions and SIL quotes that achieve results for people with disabilities. • Ensure timely management in relation to residential vacancies • Implement strategies to improve short term accommodation (respite) occupancy rates
Liaison with Government, Networks and Other Providers	<ul style="list-style-type: none"> • Develop and maintain excellent relationships with government, other service providers, people with disabilities and their networks (families, advocates, support groups) • Manage relationships with funding bodies particularly around service contracts, tenders, and grants • Participate in State-wide and regionally based working groups and consultations to ensure positive outcomes for people with disabilities. • Facilitate, develop, and maintain positive working relationships with Yooralla's shared services, other organisational business units, external service providers, government officers, community representatives and consumers on specific and broad issues related to disability to ensure maximum effectiveness of service provision. • Promote Yooralla within the wider community as a service provider and employer of choice. • Ensure reporting to funding bodies is timely and accurate in accordance with the requirements of the funding agreements.
Quality Assurance, Compliance and Reporting	<ul style="list-style-type: none"> • Strive for continuous improvement in the quality system and work practices by being alert to opportunities for improvement and suggesting solutions • Ensure all customers and families are provided with the appropriate resources and supports to provide feedback on a regular basis • Ensure all monthly reporting requirements are completed within agreed timelines • Drive and foster a culture of continuous quality improvement

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- Assist with the implementation of quality improvement and occupational health and safety (OH&S) activities to achieve performance objectives which include:
 - All services have a documented service improvement plan
 - Ensuring any required service improvement plan actions are closed out
 - Following Quality and OHS Procedures and ensuring that all records are properly maintained
 - Undertaking required training to ensure that Quality and OHS standards are understood and met
 - Participating in internal audits for Quality and Risk Assessment for OHS.
 - Participating in the ongoing development of Quality Assurance and Occupational Health and Safety systems
 - Driving a program of peer audits at services
- Undertaking the required follow up actions and reporting relating to feedback provided from Community Visitors, the Office of the Disability Services Commissioner, and other external stakeholders.

On-Call

- Participate in the Second line Home and Living Division On-call Service on a regular basis as rostered.
- Participate in the First line on call when required.

Selection Criteria

Mandatory Requirements

- Current Australian Drivers Licence
- NDIS Workers Screening Check
- International Police Check (if required)

Qualifications

Tertiary qualification in the Health, Human Services and/or Community Services area

Professional Experience

- Disability and/or Health/Community leadership
- Operational management of a large and diverse team comprising managers and their staffing teams
- Leading a team of managers
- Coaching and developing them to reach their full potential
- Driving person centred practices within service delivery
- Financial management and financial analysis
- Demonstrated capacity to identify and manage risks within a complex service delivery environment
- Change leadership within a large organisation which result in positive and quality outcomes
- Developing partnerships with stakeholders (e.g., customers, government, universities, industry leaders, etc.)
- Experience in achieving outcomes through others

Position Description

Key Knowledge Areas

- Disability Act 2006
- Disability State Plan Vic 2017 - 2020
- National Disability Insurance Scheme
- National Disability Insurance Agency
- Victorian Quality Framework for Disability Services
- Victorian Charter of Human Rights and Responsibilities
- Person Centred Thinking and Practice
- Provider/government relationships
- Risk analysis, control, and cost benefit analysis financial models in the disability sector

Personal Attributes

Innovative, determined, self-disciplined, analytical, resilient, inclusive, client focused, collaborative, and supportive

Position Description

Organisational Accountabilities (applicable to all employees)

Positive Working Relationships

- Demonstrated ability to work as part of, and contribute to, a person-centred team.
- Facilitate good working relationships with the community, customers, their families, and carers, and all departments in Yooralla through clear communication and a willingness to work towards positive outcomes.
- Demonstrated ability to initiate and maintain contacts with a broad range of people and community organisations to facilitate 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

Safeguard and promote the rights and wellbeing of every individual so they are recognised, respected, protected and fulfilled.

In providing quality services, Yooralla staff must comply with

- the NDIS Practice Standards
- the Disability Service Standards
- Victorian Charter of Human Rights and Responsibilities Act 2006
- the Principles and Objectives of the Disability Act 2006
- the United Nations Convention of the Rights of Persons with Disabilities 2006
- the Child Safety Standards

Cultural and Linguistic Diversity

At the direction of the customer undertake all interactions with regard to the customer's culture, diversity, values and beliefs in accordance with NDIS Practice Standard 7-Individual Values and Beliefs

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.