



AREA MANAGER

Tasmania

Use your skills and experience as a leader in Disability, Aged Care or Education to make a real difference in the lives of people living with disability.

Apply to join the Able Australia team today and let's make a difference together!



POSITION
DESCRIPTION



About Able Australia

Do you want to work for a leading and established service provider that delivers innovative and diverse support services that lead the way in best practice?

Does the idea of personalised career pathways and professional development opportunities excite you?

Able Australia is a leading disability service provider, working across Tasmania, Victoria, the ACT and South East Queensland. For over 50 years we have been delivering quality support services to people with disability, proudly supporting our clients to reach their full potential.

We are driven by the values of Trust, Respect, Excellence and Kindness, which

underpins the care we give. We lead the way in providing supports that reflect evidence-based best practice, working in long term partnership with our clients and their loved ones, achieving **'Better Days Every Day'**.

As a registered provider under the National Disability Insurance Scheme (NDIS), our vision is to enable the people we support to live the life they choose.





Is this role for you?

Reporting to the Regional Operations Manager, the Area Manager is responsible for delivery and continuous improvement of high quality person-centered service to clients aligned to Able Australia's Vision, Mission and Values. Area Managers are responsible for portfolios across ABLE accommodation, community & day services.

In this role, you will demonstrate service excellence and will have the opportunity to use and develop your **coordination, leadership, management** and **development** skills as part of a warm disability service provider.

You will be an **expert in optimising client's plans** to meet their needs and desires and achieve '**better days every day**' for persons with a disability and possess the following attributes:

- **Honesty, integrity and enthusiasm.**
- A proactive, goal and results-oriented person with the ability to work independently and as

part of a **team**.

- Open to **change** and alternatives.
- Values **diversity** as a strength and positively engages with diversity.
- Attention to detail and good time management.
- **Reliable** and **trustworthy**.
- Committed to **social justice** and **inclusion**.
- Learns from experience and identifies areas for improvement.
- Listens actively and inspires confidence and **teamwork**.





Skills and experience required to be successful in this role

Essential

- Experience within the disability services sector, NDIS/NDIA or experience in similar environments, aged, health or special education providing leadership to teams supporting vulnerable people.
- Management experience in service delivery operations.
- Demonstrated experience in service management and coordination and delivery of disability service programs.
- Sound leadership and management skills.
- Experience in NDIS Client Planning and rostering or like activities in another sector.
- Data literate – ability to analyse, monitor and report financial data and information.
- Effective communication and interpersonal skills.
- Highly resilient and can lead and deliver outcomes in an ambiguous and changing environment,

- Strong interpersonal skills
- Collaborative decision maker with strong customer focus.
- High level of computer literacy.
- NDIS Worker Screening Check (prior to start).
- Current Tasmanian driver's licence.
- Double COVID vaccination required (or medical exemption).

Desired

- A tertiary qualification in disability services, management, aged, special education or health services or related field will be highly regarded.
- Thorough understanding of person-centred active support models.
- Understanding of relevant State and Commonwealth legislation / regulation relevant to Service Delivery.





Primary duties & responsibilities

Service Excellence

- Ensures clients receive high quality individualised services that enable them to successfully achieve Support Plan goals, take part in meaningful activities, engage in social relationships and enjoy a quality of life, which is demonstrated in client experience satisfaction ratings
- Ensures all client support plans (including medication, physical health, Person Centred Plans, behaviour support plans, etc.) are carried out according to ABLE AUSTRALIA policy & procedures
- Engages well and maintains regular contact with service stakeholders including family members, third-party service providers, health professionals, advocates and government agencies as well as Able Australia Staff
- Reviews and manages client-related documentation, including person-centred plans, health, behavioural plans, and incident and feedback reports.
- equality and inclusion, and address inappropriate behaviours in the workplace
- Delivers visible leadership, demonstrated by regular visits at all services, attendance at team meetings, providing supervision, reflective practice and annual reviews,
- Ensures all practices and planning for the people we support are person-centred and support elimination of restrictive practices
- Contributes to development of, and lead implementation of, Continuous Improvement Plans/Strategic Plan across area of responsibility
- Contributes to the development of ongoing education.

People Leadership & Management

- Coaches, trains and mentors staff as required, and participates in staff planning, recruitment, service training and staff performance reviews
- Models appropriate workplace behaviours that reflect ABLE AUSTRALIA values, including promoting diversity,





Primary duties & responsibilities

Business & Financial Management

- Maintains quality assurance, risk management, compliance and champions ABLE AUSTRALIA's policies & procedures
- Responds to, interprets and contributes to monthly KPI targets
- Actively contribute to growth strategy across responsible service areas
- Responds to incidents/feedback in a timely manner, in line with organisation and regulative requirements
- Ensures legally compliant collection, use, storage and dissemination of personal and business information
- Proactively manages financial performance across all responsible services
- Demonstrates an awareness of service development
- Assists in processing timely and accurate payroll
- Contributes to the organisation and operational decision making, policy review and development
- Actively participates and contributes to the organisational and operational planning
- Ensures all client documentation and systems meet the organisational requirements and disability standards and other standards as they apply at ABLE AUSTRALIA
- Actively participates in budget, strategic and operational planning processes

- Attends conferences/events to support & expand ABLE AUSTRALIA's brand and expansion of service delivery
- Ensures back-up support for Team Leaders and Disability Support Staff

Continuous Improvement & Growth

- Assist with Able's **growth strategy** through the identification and on-boarding of new services and clients.
- Assists in the **review of services** in response to changing needs of the sector or relevant groups in the community.
- **Manage projects** to work within timelines and budget and achieve agreed goals and objectives.
- Implement **change management** strategies to deliver sustainable change.
- Leads teams to show initiative and take proactive approaches to problem solving.
- Assist the Regional Operations Manager in the implementation of **new technologies** to strengthen and improve business practices.
- Participate in the capturing, communicating and sharing of innovative ideas and best practice.





Benefits of joining Able Australia

1



Opportunity to work for a growing organisation that demonstrates industry leadership.

2



Flexible starting times and working from home options offering a better work/life balance.

3



Ongoing training and professional development opportunities to enhance your knowledge and skills.

4



Warm, caring and genuinely supportive team environment including a 24/7 Employee Assistance Program.

5



Attractive Salary packaging benefits.

6



Continuous support and supervision to enable you to develop and progress.





Position Description Agreement

Performance Review:

This position description broadly outlines the requirements of the role. All Able Australia positions also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

Statutory Requirements/Compliance:

Able Australia employees are required to:

- Manage work practices for health and wellbeing of all staff/clients within the area of responsibility and ensures Able meets all statutory WHS requirements for the operation of services.
- Identify and manage risks and encourage all staff to participate in this process.
- Oversee and manage the implementation of the Able Quality System and ensure that prescribed quality outcomes are achieved.
- Ensure that work practices comply with all relevant legislation and statutory requirements, e.g. Medication Administration, incident management, BSP and PRODA reports etc.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____ Date: _____

