

# Position Description



## **Position Title: High Intensity Supports (HIS) Project Operational Lead**

Scope is committed to providing safe, effective, equitable, person-centred support to its customers. The HIS Project is an organisation wide project focussed on the design and implementation of a standardised service delivery model to ensure that customers with complex care needs are safely supported by Disability Support Workers (DSW's) to live the life of their choice.





The Operational Lead is responsible for working with the Executive Sponsor, Senior Nurse Consultant and key internal stakeholders to lead the operational implementation to embed a sustainable model of supports within the Supported Independent Living (SIL) homes across metropolitan and regional Victoria. The project is part of NDIS Standardise and Improve Initiatives occurring across the organisation

Division:	Improvement Innovation and Customer Experience	Reports to:	Chief Officer Improvement Innovation and Customer Experience
		Direct Reports:	10
Internal Relationships:	Senior Nurse Consultant Quality Business Partner team Safeguarding team Service delivery teams	External Relationships:	NDIS DHHS Peak Bodies
Delegation of Authority	N/A	Category	Specialist
Employment Contract	12 months (with option for extension by mutual agreement)	Award	Non award remuneration package commensurate with skills and experience

<b>Scope's Mission</b>	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
<b>Scope's Vision</b>	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <ul style="list-style-type: none"><li>• support and listen to each person and their family.</li><li>• provide leadership to influence strategy and policy.</li><li>• deliver person driven, flexible &amp; responsive services to build a sustainable future.</li><li>• build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li></ul> <p>We will deliver better outcomes.</p>

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	 <i>See the person</i>	 <i>Do it together</i>	 <i>Do it right</i>	 <i>Do it better</i>
<b>Scope Approach</b>	<p>We listen to understand</p> <p>We see the potential</p> <p>We recognise how you do things and what you achieve</p> <p>We take personal responsibility</p> <p>We build excellent relationships with our customers and customers</p> <p>We understand the balance between risks and rights</p>	<p>We lead in line with Scope's approach</p> <p>We work together to achieve shared goals</p> <p>We build ethical and sustainable partnerships</p> <p>We support each other</p> <p>We communicate early and honestly</p> <p>We share responsibility for safety</p>	<p>We use systems and processes in our work</p> <p>We deliver quality outcomes safely and on time</p> <p>We understand risks and opportunities</p> <p>We are a financially sustainable organisation</p> <p>We own the consequences of our actions</p> <p>We take pride in the delivery of our Mission</p>	<p>We develop creative solutions</p> <p>We review and continually improve</p> <p>We understand what is working and what is not</p> <p>We seek and respond to feedback</p> <p>We build capacity in all that we do</p> <p>We are a leader in safety</p>
<b>Key Functions</b>	<b>Key Accountabilities, Responsibilities and Deliverables</b>			
People Leadership	<p>Engaging with key stakeholders to lead project operations and the project team to:</p> <ul style="list-style-type: none"> <li>to plan, develop and review standardised service delivery models to support customers with complex care needs to optimise their health and wellbeing</li> <li>develop, deliver and refine training modules to support service delivery staff with clinical activities for clients.</li> <li>Implement a standardised assessment and care planning process and procedures to optimise the safety and quality of care</li> <li>Monitor, evaluate and improve services to ensure they meet the requirements of the NDIS Practice Standards and Quality Indicators and other relevant legislation</li> </ul>			
Service Delivery	<ul style="list-style-type: none"> <li>Engaging with the clinical care team, clinicians, House Supervisors and Disability Support Workers to develop and refine a robust Healthcare and Wellbeing Program for Scope Clients.</li> <li>Ensuring client goals aspirations, choices and independence are optimised in all planning and service delivery</li> <li>Developing and implementing project evaluation measures and a clinical audit program to facilitate continuous improvement across SIL services</li> <li>Ensuring all tools, resources and services are compliant with the Scope policies, procedures, NDIS Practice Standards and Quality Indicators and all relevant Legislation</li> </ul>			
Project Management	<ul style="list-style-type: none"> <li>Participating in project management activities to optimise project outcomes and sustainability of program</li> <li>Documentation and reporting on project deliverables and milestones</li> </ul>			
Financial Outcome	<ul style="list-style-type: none"> <li>Responsibility for project budget and reporting</li> </ul>			
Workplace Health and Safety	<ul style="list-style-type: none"> <li>Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.</li> </ul>			

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<i>Selection Criteria</i>	
Qualifications & Knowledge/ Experience	<ul style="list-style-type: none"><li>• Previous senior management experience leading large organisational projects and or operations</li><li>• Background in healthcare or disability services desirable</li></ul>
Technical Competencies	<ul style="list-style-type: none"><li>• Proficiency with Microsoft Office and applications to support business practices and operations</li></ul>
Behavioural Competencies	<ul style="list-style-type: none"><li>• Ability to engage with stakeholders to lead system and process changes to improve customer outcomes</li><li>• Demonstrated Ability to build and maintain effective professional relationships with a variety of internal and external stakeholders</li><li>• Strong customer focus</li></ul>
Licenses & Accreditations	<ul style="list-style-type: none"><li>• Cleared Police Check for disability within the last twelve months</li><li>• Cleared International Police Check (if applicable)</li><li>• Working with Children's Check</li><li>• Must satisfy all visa requirements for working in Australia</li><li>• Driver's license (required for all roles where there is a requirement to travel to deliver services)</li><li>• Current registration to practice in Australia where required</li></ul>

## Authorisation:

This Position Description has been reviewed and approved by the Group Manager Safeguarding (Improvement Innovation and Customer Experience) and is effective from the 24 November 2022

## People and Culture Authorisation

Job Evaluation Completed: \_\_\_\_\_

Position Created: \_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_