

Able Australia is a leading provider of disability services for adults and community supports for seniors. We are a diverse not-for-profit organisation offering a broad range of high quality services to enable those we support live the life they choose.

Established 50 years ago we have grown from providing help to the deafblind community, into an innovative and diverse organisation with varied service offerings. Our mission is to build on our heritage and empower the individuals we support to reach their potential by living our values of trust, kindness, respect and excellence every day. We strive to provide the best quality care in a long term partnership with our clients and their loved ones.

Our passionate staff and volunteers proudly assist those we support to reach their full potential. We currently provide services in Melbourne, Tasmania, ACT and SE Queensland.

Position Title:	Area Manager / Business Development
Contract Status:	Fulltime, ongoing
Location:	ACT
Reporting to:	Regional Operations Manager
Date Approved:	January 2021

Position Summary

The Area Manager/ Business Development is responsible for delivery and continuous improvement of high quality person-centered service to clients aligned to Able Australia's Vision, Mission and Values. The position is responsible for portfolios across Able accommodation, community & day services.

This position will also be responsible and accountable for growing the Able services in a sustainable, profitable manner in keeping with our ethos and culture within the ACT. The position will provide advice to the organisation on business development priorities to meet shifting market and organisation expectations. The role will contribute to, and have a high-level understanding of Able Australia's growth strategy, business priorities and operational processes.

To undertake the role effectively, the Area Manager / Business Development will work collaboratively with a broad range of internal stakeholders, including operational staff, client intake, finance, quality and business strategy. In addition the role will have a high profile in the markets in which Able operates, building networks of potential clients and referral organisations.

Key focus areas for this role will include:

- Service Excellence
- People Leadership and Management
- Business and Financial Management
- Risk and Workplace Health & Safety
- Incident Management obligation
- Develop, implement and maintain customer growth and retention strategies.
- Assist the organisation market Able Australia products and develop the brand.

Key Result Areas**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 policy and 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 Staff
- Reviews and manages client-related documentation, including person-centred plans, health, behavioural plans, and incident and feedback reports

People Leadership and 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 values, including promoting diversity, 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
- 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 planning across responsible services
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Business & Financial Management

- Maintains quality assurance, risk management, compliance and champions Able's policies and procedures
- 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
- Actively participates in budget, strategic and operational planning processes
- Attends conferences and events to support & expand the Able brand and expansion of service delivery
- Ensures back-up support for Residential Service Leads and Disability Support Staff

Risk & Workplace Health & Safety

- Maintain, so far as reasonably practical, each workplace under the employee's management and control in a condition that is safe without risk to health and safety and complies with Able policies and procedures
- Ensures all emergency management procedures including evacuation practice (monthly) site safety checks and fire checks (weekly) are completed and on schedule at each site
- Is proactive in risk identification, notification and management of staff
- Takes reasonable care for the health and safety of themselves and others affected by their actions at work, and complies with Able's WHS Policy and frameworks
- Identifies potential risks and hazards in the working environment and responds to them appropriately and in accordance with organisation policy and procedure
- Reports all emergencies, hazards, incidents and near misses on time, following correct processes, and records these in Able's incident management reporting system

Incident management obligation

- Ensures Workers report any incident, injury and/or hazard to their line manager as soon as practicable
- Ensures Workers take steps reasonably practicable to ensure the hazard does not become a risk to others
- Report and manage incidents into Able's Incident Management System and NDIS Commission Portal
- Undertakes incident investigations, and completes investigation reports for both client and staff incidents

Quality & Continuous improvement

- Actively contributes to ongoing quality improvement across the organisation, utilising co-design, lean and systems methodology, to enhance practice and consumer satisfaction
- Ensures NDIS Quality and Safeguards Commission and Senior Practitioner reporting, and all administrative tasks are completed accurately and on time

- All systems are kept up to date and are accurate in line with Able Australia policies and procedures
- Day to day practice demonstrates support for and compliance with organisation policies, procedures and relevant work instructions
- Promotes a culture of continuous improvement as an integral part of core practice
- Supports and participates in relevant internal and external certification and auditing programmes
- Seeks opportunities for improvement within own work practices and makes appropriate suggestions for organisational improvements using the Continuous Improvement System
- Undertakes any other duties commensurate with the position as reasonably directed.

Selection Criteria:

Sound leadership and management skills

- Leadership – experience in managing a team professionally and positively and leading successful change
- Organisation – well planned, professional and organised
- Relationships – expert in developing high performance teams by creating great working relationships, gaining trust and respect
- Communication – well-developed verbal and written communication skills
- Goal oriented, driven and solution centric, willing to learn
- Time Management – efficient, timely and able to balance multiple tasks
- Financial literacy – able to understand and manage financial budgets
- Experience in working and delivering services in a client centric environment
- Ability to network and connect with stakeholders across multiple levels within and external to Able Australia
- Systems and computer literacy – advanced skills in using technology and systems

Expert knowledge in the disability sector

- Knowledge of legislation and regulation covering delivery of disability services to relevant state legislation or have worked in similar environments understanding of regulatory, legislative, quality & compliance requirements
- Sound understanding of NDIS and how to best maximise outcomes for clients
- Demonstrated understanding and application of person centred active support and plan principles
- Operational understanding or demonstrated experience of working with a client relationship management and workflow system (e.g. CareLink).

Key Personal Attributes

- Highly resilient and can lead and deliver outcomes in an ambiguous and changing environment
- Strong interpersonal skills and experience in partnering
- Collaborative decision maker with strong customer focus

Qualifications & Training

A tertiary qualification in Disability Services, Management, Aged Care or Health Services or related field (highly desirable).

Essential screening criteria

- National Police check
- Working with Vulnerable People card
- Current ACT Australian Drivers Licence
- Access to a reliable, insured vehicle
- Right to work in Australia

Performance Review:

This Position Description broadly outlines requirements of the role. All ABLE AUSTRALIA positions also require a specific performance agreement – a set of performance goals, 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.

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

Signature: _____

Date: _____