



COMMUNITY SERVICES LEAD ABLE LIFESTYLE CHOICE -

Use your skills and experience 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?

The Community Services Lead role reports to the Area Manager and is accountable for the delivery and continuous improvement of high quality person-centred services to our Clients, aligned to Able Australia's Mission, Vision and Values of Trust, Respect, Excellence and Kindness. You are responsible for successfully leading a team of staff in an Able Australia Day Services facility.

The Community Services Lead ensures our Clients receive high quality **individualised** services that enable them to successfully achieve their **goals & desires** through a range of programs designed to support their **emotional, social** and **cognitive** needs.

To succeed in this role you will be experienced in engaging with **persons with a disability** and their **families**, third-party service providers, health professionals, advocates and government

agencies.

You have experience **reviewing** and **managing** Client-related **documentation**, including person-centred plans, allied health & behaviour support plans and incident and feedback reporting.

As a **leader** and mentor, you are committed to **inclusion**, the delivery of **high quality** services for people with a disability and respect the rights of all individuals.

You value **diversity** and positively engage with diversity.

Through your **professional**, proactive approach, you ensure the continuous improvement of Able Australia's Day Services and are **committed** to our Clients living **Better Days, Every Day**.





Skills and experience required to be successful in this role

Essential

- Certificate IV in Disability or relevant qualification in a similar field or willingness to acquire.
- Minimum 3 years experience leading teams and the demonstrated ability to provide effective leadership.
- Computer literate.
- An understanding of client programming and person-centred active support models.
- Experienced in developing great working relationships, gaining trust and respect, with well-developed verbal and written communication skills.
- Goal oriented/and willing to learn.
- Professional and organized.

- Efficient time management skills and the ability to manage multiple tasks.
- Ability to understand and manage financial budgets.
- NDIS Worker Screening Check.
- Current Victorian driver's licence.
- Current Double Covid-19 Vaccination or medical exemption.

Desired

- Experience in the disability industry.
- Understanding of the NDIS and relevant State and Commonwealth legislation / regulation relevant to Service Delivery.
- Data literate – ability to analyse, monitor and report data and information.





Primary Duties & Responsibilities

Service Excellence

- Managing all Programs and Projects to work within timelines and budget and achieve agreed upon goals and objectives.
- Provides regular and timely reports of all Program and Service Delivery activities.
- Oversee the design and implementation new client centred programs
- Monitor achievements of goals of individual clients and adjusts team performance accordingly.
- clear targets and indicators linked to the strategic objectives of Able Australia.
- Manage regular staff supervision calendar in line with Able Australia Procedure.
- Actively involved in problem solving, dispute and conflict resolution.
- Manage performance reviews and regular supervision of Program Leaders and Disability and Community Support Workers assigned to Lifestyle Choices.

People Leadership and Management

- Develop and mentor staff.
- Promotes a team culture and manage the team dynamics which is focussed on supporting and engaging with clients in a proactive and positive way.
- Manage staff training, inductions, rostering and leave requirements, including shift approvals.
- Plans, implements and evaluates team plans with

Incident Management Obligations

- Manage the compliments and complaints handling process
- Responds to incidents in a timely manner
- Understands the process and methods for managing critical incidents.





Primary Duties & Responsibilities

Business and Financial Management

- Assists the Area Manager in the preparation of service delivery, program and project budgets, including budget/tender submissions for new projects, and regularly reviews the financial performance. This includes the identification of possible financial risks.
- Assists the Area Manager with the management of revenue from different funding streams.
- Manage the preparation of accurate and timely accounts information, including Petty Cash, Program Housekeeping, and Board Accounts.
- Review appropriateness of funding allocations for individual clients.
- Assist the Area Manager in the implementation of new technologies to strengthen and improve business practices.

Risk, Workplace Health and Safety

- Manage all assets and

allocates resources to support service delivery and program management, including the maintenance, repair and/or purchase of equipment.

Quality and continuous Improvement

- Participates in the development of organisational policies and procedures that align with organisational requirements.
- Coordinate external service providers and therapists.
- Liaise with Intake and Area Managers to engage with families and individuals interested in receiving Able Australia Services.
- Participate in the capturing, communicating and sharing of innovative ideas and best practice.
- Proactively contributes to client centred practice, including Care Team Meetings and NDIS Planning Reviews.





Benefits of joining Able Australia

1



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

2



Flexible shifts 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.





How to apply

To apply for this job, simply follow these steps:

1. Click on the **APPLY NOW** button.
2. Complete the **online application form**.
3. You will need to **upload your resume and a cover letter** explaining why you are interested in this job along with your skills and experience.
4. You will be requested to upload a copy of your **Working with Vulnerable People Card (TAS & ACT) / Yellow Card (QLD) and Australian driver's licence** and provide **evidence** of your **NDIS Worker Screening Check clearance** and **Covid-19 vaccination or medical exemption**.
5. **Please note:** You must be eligible to work in Australia to be considered for this position. Employment is conditional upon screening checks throughout employment.

If you have any particular question regarding the position or need to find out more, please contact our team.



People and Culture

Able Australia | National Office

T: 1300 225 369

E: peopleandculture@ableaustralia.org.au

W: ableaustralia.org.au





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, policies and procedures 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: _____

