

POSITION DESCRIPTION

Service Area Manager

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Scheme (NDIS).

You will lead the successful delivery of LAC Services in your service area in a way that achieves and improves outcomes for people with disability through their NDIS plans and the Information, Linkages and Capacity Building (ILC) Policy Framework. As a member of the LAC Leadership Team, you will play a key role in the program meeting the requirements contained in the NDIA Contractual Agreement along with the Uniting and LAC Services Strategic and Operational Plans.

You will support the development of program-wide and service area-specific plans and manage the resources, budget and completion of activities to achieve these. You will promote a culture of operational excellence and drive quality outcomes consistently across the service area.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the LAC Leadership Team through the following:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department, and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner
- Work closely with the Operations Manager NSW to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement
- Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assess team member performance, set objectives and establish active development plans
- Understand industry trends and commercial implications, and demonstrate knowledge of the impact department advice has on the other Directorates in Uniting
- Contribute to the development and evaluation of changes and improvements to the services provide by the department/team and ensure that changes support the viability of Uniting
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age
- Complete mandatory training for the position as designated by Uniting and the NDIA, and continue ongoing professional development. Keep up to date with Uniting and NDIA changes
- Deliver Key Performance Indicators (KPIs) as agreed upon by Uniting and the NDIA

As the Service Area Manager, your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights-based approaches in the disability sector
- Demonstrate a deep knowledge and application of the Uniting vision, values, Strategic and Business Plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Deliver services in line with Uniting culture that promotes a person-centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a thorough understanding of the NDIS participant pathway and ILC Policy Framework
- Support the Uniting LAC Leadership Team in developing Uniting and LAC Services Strategic and Operational Plans across the program
- Lead and direct a team of team leaders across the service area to deliver LAC Services to actively engage people with disabilities, their families and carers with the NDIS to work with a commitment and energy that exceeds the required performance indicators and targets
- Provide strategic direction to work area, including developing strategies and priorities and monitor work flow and performance

- Manage service delivery operational staff, including the recruitment, training, mentoring and retention of workforce
- Coordinate activities in support of the LAC Leadership Team
- Contribute information to the Quarterly Strategic Analysis Report (QSAR)
- Manage confidential and sensitive information
- Undertake other duties as requested by the Operations Manager NSW consistent with the general nature and responsibilities of the position.

Leadership/Teamwork

- Be an active member of Uniting and the LAC Leadership Team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Lead and manage a mobile team and ensure they are constantly engaged and connected with each other through a range of communication and leadership styles
- Articulate the rationale for change in a simple and compelling way for the team, leading others in engaging with change constructively
- Work closely with colleagues and teams to manage service delivery performance and provide expertise and assistance on complex matters
- Ensure that performance management frameworks are used within the team to support performance and performance management
- Manage under-performance and misconduct effectively
- Manage resources effectively within the team to ensure quality service is delivered safely, efficiently and in line with Uniting policies and procedures (e.g. leave, vehicle use, working safely in the community)

Risk Management

- Lead the Service Area Team to work within the Work Health and Safety (WHS) accountabilities as part of the WHS Act 2011 and Uniting LAC WHS Policies and Procedures
- Understands the wider risk management framework and priorities at Uniting
- Take regular action to evaluate controls and minimise risk to the company, its employees and clients, as appropriate to the requirements of effective service delivery
- Proactive in assessing risks, implementing appropriate frameworks to mitigate and address them
- Meet all duty of care requirements

Financial Management

- Work within Uniting financial and other delegation schedules
- Manage and monitor performance to budget
- Ensure reconciliation of outstanding payments within Uniting timeframes

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including the Code of Conduct, Conflict of Interest (CoI) and Safety policies and procedures, as well as relevant government legislation and standards
- Monitoring and management of reporting against the NDIA Contractual Agreement
- Lead your team to deliver outcomes that address customer and community needs and that are in alignment with Disability Standards and support quality and safeguarding frameworks including the Uniting Quality Management Policy

- Analyse data and feedback to feed into the continuous improvement process and ensure LAC Quality Objectives are being met
- Provide resolution of critical issues and complaints in an effective and timely manner. Review the effectiveness of corrective actions and activities relating to complaints and incidents lodged through QUASAR
- Act on identified risks and opportunities for the LAC program through research, gap analysis and audits and feed these into the continuous improvement process
- Ensure adherence to reporting, documentation and business administration requirements

Stakeholder Relationships

- With the Operations Manager NSW, identify and develop strategic, collegial and productive relationships across all LAC program and other Uniting business units to ensure the best outcomes for customers, Uniting and LAC staff
- Maintain a collaborative relationship with the NDIA to successfully and innovatively deliver the performance indicators outlined in the contractual agreement
- Contribute to positive relationships with relevant stakeholders (e.g. other NGO managers, government and community stakeholders), building a network of people as required to assist in meeting the requirements of LAC Services
- Provide advice and information to Operations Manager NSW on emerging risks and issues and to support project development and delivery in line with plans, budgets, time frames, policy objectives and other projects and priorities

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- Create a culture in the team that enables the exploration of developing trends and opportunities as sources of innovation from a variety of sources (e.g. community, continuous improvement process, Agency data)
- Ensure resourcefulness and creativity are enabled across the team to allow for innovative solutions to better assist customers and the community in meeting their needs
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision-making tools
- Lead your team to ensure that lessons learnt, feedback and review are included in the continuous improvement of work practices
- Continuously seek new and innovative ways to deliver LAC services

Communication

- Apply your stakeholder management experience to navigate complexity with external stakeholders, using negotiation skills and communicate with influence
- Enter data and record information accurately on the NDIA IT Business System and Uniting systems
- Represent Uniting in stakeholder interactions and meetings in delivering clear, concise and effective messaging in line with Uniting values
- Be confident and comfortable addressing and presenting to both small and large audiences
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Promote Uniting LAC initiatives and good news stories through social media

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Operations Manager NSW

To be successful in this role, you must fill the below **mandatory requirements**:

- Working with Children Check clearance
- NDIS Worker Screening Check
- National and State Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way
- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively

Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available

YOUR QUALIFICATIONS & EXPERIENCE

Qualifications:

Tertiary qualification in a relevant business field or equivalent experience and/or qualification in the community services sector e.g. disability, allied health, social work, community development.

Experience:

- This is a senior leadership role, typically requiring eight or more years' experience, including supervising large teams
- You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined
- You will have experience that demonstrates a positive contemporary attitude to people with disability along with an understanding and knowledge of disability and its impact on individuals
- Extensive understanding of relevant sector standards, policy, direction and changes, including the NDIS
- Comprehensive knowledge of the complex needs of people with disability and their families and carers with particular focus on barriers to inclusion and building the capacity of individuals and communities
- Capacity to support change and innovation and deliver creative and leading practice solutions
- Understanding of capacity building and community development approaches that support people with disability
- Experience in end to end project management

Even better:

- Extensive experience working within high performance teams, demonstrating your ability to develop and maintain motivated and professional work teams

Employee Name:	Insert employee name	Managers Name:	Insert manager's name
		Title:	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	