

POSITION DESCRIPTION

POSITION TITLE	Senior Manager Service Standards
DIVISION	Disability Services
DEPARTMENT	Disability Operations
REPORTS TO	Head of Operations

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business, and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth, and employment to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice, and research to advocate national, state, and local policy solutions for people experiencing disadvantage.

BSL is committed to child, young people, and vulnerable adult safety. We want all vulnerable people to be safe, happy, and empowered. We support and respect all children and vulnerable adults, as well as our staff and volunteers. We are committed to the safety, participation, and empowerment of all our program participants. All successful candidates will undergo a robust screening process prior to employment. We provide our staff and volunteers with ongoing supervision, support, and training in their work with vulnerable people.

DEPARTMENT PURPOSE

The primary purpose of BSL Disability Services is to ensure that people with disability enjoy the same rights, choices and opportunities as all Australians to participate socially and economically in society. We:

- assist people to navigate the National disability insurance scheme, participate in community and access supports is required to achieve their goals.
- recommended policy and practice reforms to achieve the outcomes of the Australian Disability Strategy.
- Provide disability services that innovate and lead to better support and achievement of the Australian disability strategy for all people with disability.

The NDIS services department operates alongside BSL's broader disability services team and informs the work and focus of our disability advocacy and work.

The NDIS Department comprises of local area coordination (LAC) and early childhood (EC) services. The Brotherhood of St Lawrence is a partner in the community delivering LAC and EC services in five areas across metropolitan Melbourne including North East Melbourne, Bayside Peninsula, Hume Merri Bek, Brimbank Melton and Western Melbourne.

The NDIS team supports children and adults who have a developmental delay or disability and their families/carers to access and participate in community and mainstream services, employment, social and educational opportunities.

POSITION PURPOSE

The Senior Manager Service Standards will lead the development and implementation of a service model that considers available evidence, service frameworks/approaches, current practice and the voice of people with lived experience.

This position leads the Service Standards Team responsible for ensuring services for scheme participants and other people with a disability are evidenced based, effective, continually improving, and provide a high quality experience with measurable impact.

KEY RESPONSIBILITIES

- Develop and maintain a set of service standards for Disability Services.
- Lead the development of a service model for all Disability Services, including EC and LAC.
- Develop a set of quality indicators and introduce a continuous quality improvement program to ensure adherence to service standards for disability services.
- Oversee the development of resources to ensure that services are delivered effectively and in accordance with service standards, guidelines, and contractual and legislative requirements.
- In conjunction with Head of Operations, Senior Manager Workforce Development, and other members of the Senior leadership team, develop an implementation plan for disability services and evaluation of effectiveness of service standards for disability services.
- Ensure service standards are continually reviewed and in conjunction with the workforce development team, can be effectively implemented across disability services.
- Develop and lead a high-performing team by setting clear objectives and performance indicators, and providing regular performance planning appraisal, coaching, and training.
- Review and evaluate evidence and transfer knowledge into practice to advise on and lead better practice for LAC and EC.
- Manage implementation of changes to Disability Services processes and practices, including to meet performance standards and required outcomes.
- Collaborate with other service areas across BSL to ensure service and quality standards occur consistently and robustly.
- Establish and manage relevant relationships with NDIS Partners and Service Delivery Teams, universities, and researchers.
- Work collaboratively within teams to achieve common goals
- Demonstrate a commitment to BSL's quality framework and culture by participating in and promoting quality actions through continual improvement activities

- In collaboration with the manager, set goals and objectives to ensure outcomes are met
- Model BSL's values and adhere to the Code of Conduct in everyday work practices
- Maintain a safe work environment and ensure steps are taken to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require direct contact with children and/or vulnerable individuals
- Other duties as required.

SCOPE OF RESPONSIBILITY

Direct Reports: TBC

KEY SELECTION CRITERIA

Career Experience:

- Lived and living experience of disability and/or caregiving, or extensive experience working alongside, and listening to the voices of, people with disability or developmental delay.
- Knowledge of and experience working with First Nations staff and organizations.
- Demonstrated leadership in best practice and innovative programs in early childhood and disability areas
- Comprehensive understanding of relevant policy and practice
- Proven ability to translate research and knowledge into practices that are able to be readily understood, implemented and evaluated
- Commitment to diversity and inclusion, and working knowledge of strategies to ensure services are culturally appropriate and inclusive
- Experience in the development and implementation of a service model, including associated change management processes
- Ability to develop strong relationships with peers and teams
- Experience in project management, structured problem solving, critical thinking, analysis capability, and ability to manage competing demands
- A background in and/or experience working with CALD communities.
- Demonstrated understanding of the National Disability Insurance Scheme (NDIS).

Personal Qualities:

- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/other:

- Tertiary qualifications relevant to service delivery and improvement for children and adults with a disability, and their families
- Well-developed verbal and written communication, interpersonal and negotiation skills

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements may include weekend work, evening shifts, public holidays, work-based travel, and attendance at a variety of different work locations.
- Proof of eligibility to work in Australia is required.
- A satisfactory Police Check is required. BSL will support successful candidates in this process.
- A Working with Children Check is required for this position. BSL will support successful candidates in this process.
- A NDIS Workers Screening Check is required for this position. BSL will support successful candidates in this process.