



POSITION DESCRIPTION

POSITION TITLE	Senior Manager Local Area Coordination
DIVISION	Disability Services
DEPARTMENT	NDIS Services
REPORTS TO	Area Manager

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 required to achieve their goals.
- recommend 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 Division operates alongside BSL's broader Disability Services team, who provide technical, practical, and analytical support and whose innovative programs and community projects inform our work and focus of our disability advocacy.

The NDIS Services Division comprises of local area coordination (LAC) and early childhood (EC) services. The Brotherhood of St Laurence is a Partner in the Community (PiTC) 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, Local Area Coordination, is responsible for the management and delivery of Partner in the Community Local Area Coordination services, in a defined geographical area. The Senior Manager is responsible for driving a supportive, safe, positive and outcome orientated team culture that meets contractual and organisational expectations. The Senior Manager will also lead the development of community engagement plans, within a defined geographical area, and may be responsible for managing a BSL Disability Services site.

KEY RESPONSIBILITIES

Service Delivery, Team Culture and Performance:

- Actively lead the delivery of a high-quality, person-centred LAC PiTC services, in accordance with the NDIS contract, Disability Services program guidelines, NDIS LAC best practice principles and relevant legislative obligations.
- Ensure organisational and NDIS contractual performance requirements are understood, and all staff are delivering services according to these requirements.
- Accountable for agreed practices and processes being in place and adhered to and performance is tracked and reported accordingly.
- Monitor, evaluate and report against Performance Management Framework (PMF) and BSL performance measures to ensure contractual and organisational obligations are met.
- Work collaboratively with Disability Services Senior Leadership including Heads, Area Managers, and other Disability Services Senior Managers to ensure contractual and organisational obligations, are met across all of Disability Services and performance is tracked and reported accordingly.

Community Engagement, Capacity Building, Planning, and Implementation Services:

- Develop and monitor localised community engagement plan, in accordance with regional and divisional plans and divisional priorities.

- Direct and be responsible for ensuring teams' ability to provide high quality and consistent services to individuals and the community, including information provision, community linkages and support to mainstream services that promote inclusive services for all people with a disability.

Continuous Quality Improvement:

- Develop, monitor, and sustain a reflective culture to inform, maintain and improve performance through ensuring that quality is embedded into everyday practice.
- Ensure that Disability Services' quality feedback systems are implemented, regularly reviewed, and reported upon.
- Identify opportunities for quality improvement and service development and analyse and monitor performance data to improve participant contractual outcomes for one or more Local Government Areas, using agreed Disability and/or NDIA service systems.
- Work in collaboration with other Disability Services teams to ensure consistency and quality across all of Disability Services to identify opportunities for quality improvement, service development and consider potential resource implications.
- In conjunction with Area Managers, develop and drive innovative and flexible utilisation of resources to deliver on contracts in line with performance management frameworks and best practice models.

Compliance, Human Resources and Risk Management:

- Ensure a supportive, safe, positive and outcome orientated team environment that meets contractual and organisational expectations.
- Provide support and coaching to direct reports to ensure that services are delivered in accordance with contractual and organisational expectations.
- Establish, lead, oversee and report on the delivery of a high-quality Disability Services in accordance with NDIS contract (including policy and processes related to feedback and complaints), program guidelines, and relevant legislative obligations.
- Ensure individual and team KPIs (Key Performance Indicators) and other required measures are actively monitored and meeting contractual obligations.
- Prepare reports and / or provide information, as required, to the Area Manager on compliance and performance management framework targets.
- Responsible for monitoring and ensuring staff accreditation, certification and regulatory requirements are met and compliance with legislative requirements and quality reporting requirements are maintained.
- Develop and maintain the local Disability Services workforce for one or more LGAs, through completing recruitment, effective supervision and mentoring and compliance and HR management, in accordance with BSL policies and procedures to build and develop a focussed and highly effective team.

- Contribute to regional action plans to address priorities identified from staff surveys and feedback and organisational and / or community feedback and responsible for the development and implementation of site-based action plans.

Stakeholder Relationships:

- Represent Disability Services positively and with a high level of integrity within Disability Services, the broader BSL and to internal and external stakeholders.
- Lead the development of effective strategies to implement and maintain local relationships with children's and disability service providers, peak bodies, community and advocacy groups, government bodies and people with disability where appropriate.
- Establish and maintain local relationships with individuals and organisations that will aid in building community capacity in support of the service.
- Advocate for a positive approach to disability in broader community so that people with disability and their families/carers feel empowered and valued.

Other:

- Establish and foster a cohesive team based on a positive team culture and maintain this with constructive feedback, coaching and mentoring to other team members, and across the Disability Services division.
- Model BSL's values and adhere to the Code of Conduct in everyday work practices and ensuring that team members are aware of these requirements and provide coaching/mentoring where required.
- Responsible for maintaining a safe work environment and reviewing Health and Safety hazards and near misses at a site level and implementing corrective actions to prevent unsafe work practices in accordance with BSL policies and procedures.
- This position will require direct/indirect contact with children and/or vulnerable individuals.
- Primary and / or secondary responsibility for Management of site related tasks, as required, including Emergency Management, Workplace Health and Safety obligations, Maintenance, management of contracts, security and other site related matters rostering of appropriate levels of staffing at all times.
- Other duties as required.

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur, and it may be amended from time to time as organisational needs change. Changes to the position description will be consistent with the purpose for which the position was established.

SCOPE OF RESPONSIBILITY / ORGANISATIONAL RELATIONSHIPS

Direct Reports: Senior Local Area Coordinators

Indirect Reports: Local Area Coordinators

Other, as required to meet business need

KEY SELECTION CRITERIA

Career Experience:

- Demonstrated management experience in leading and managing high performing teams.
- Demonstrated understanding of the National Disability Insurance Scheme (NDIS).
- Demonstrated ability to build the capacity of teams to deliver high-quality customer services in a fast-paced environment of consistent change.
- Experience in customer facing environments that support or provide services to the community.
- Demonstrated ability to identify and implement continual service improvements.

Personal Qualities:

- Dynamic, effective, and positive leader who communicates and inspires individuals and teams to achieve in a fast paced and changing environment.
- Highly developed time management and organisational skills including the ability to multi-task, prioritise workload and meet deadlines.
- Highly developed interpersonal skills and demonstrated ability to liaise and build collaborative positive working relationships with colleagues, children, families, and service providers.
- Proven ability to work autonomously and effectively as part of a team.
- Demonstrated ability to identify and resolve problems and make appropriate recommendations.
- Demonstrated skills in conflict resolution and change management.
- A commitment to maintaining and supporting child safety, equity, inclusion, and cultural safety. You will be required to abide by the Child & Adult Safeguarding Policy and the Code of Conduct as well as all related child safe policies and procedures.
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence.

Qualifications/Other:

- Relevant qualifications and/or experience in allied health, disability services, education, human services, community development, social worker, or extensive experience in a leadership role within an organisation with highly contested stakeholders.
- Experience in the disability sector, or awareness of the impact of existing or acquired disability upon individuals, families/carers, and the community.

Desirable:

- Industry experience working either with children, families, or disability.
- Lived experience and insight of people with disability.
- A background in and/or experience working with CALD or Aboriginal and Torres Strait Islander communities.
- A commitment to and/or experience in delivering services using strengths based and person-centred principles.
- Experience of working in service systems that inform and empower service users.
- Highly developed administrative and professional writing skills.
- Experience with highly accountable processes that are subject to external review.

MANDATORY EMPLOYMENT CRITERIA

- Specific work requirements include weekend work, evening shifts, public holidays, work-based travel, after hours on call, 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 - BSL will support successful candidates in this process.
- A NDIS Worker Screening Check is required – BSL will support successful candidates in this process.
- In addition, and prior to appointment, NDIA related checks shall be undertaken.

BSL values diversity and inclusion with regards to its staff and the communities we serve. We encourage you to submit your application for this role regardless of whether you meet all the key selection criteria. We encourage individuals from all backgrounds to apply.