



Position Description

Position Title: Service Manager
Classification: Non Award
Reports To: Area Manager

About CPL

CPL – Choice, Passion, Life is a non-profit organisation that provides vital support and services to more than 8,000 children and adults with disabilities in Queensland and Northern NSW.

We give our clients the freedom of **choice**, the opportunity to chase their **passion** and the support to live the **life** they choose. CPL provides services every day, at every stage of life and have been doing so for over 65 years in thousands of homes, schools, communities and workplaces.

Our Vision

An inclusive society for all people.

Our Purpose

To provide services for people with physical disability, young people, adults, the elderly, their families so they can lead the life they choose.

Our Difference

We have been working in local communities for 70 years and have the expertise to deliver services to people of all ages so they can live the life they choose.

The CPL Way

We are a business with a heart. Our values of client focus, respect, inclusion, integrity, excellence and courage drive us to:

- Understand the person
- Give great service
- Work together
- Find better ways

We embody The CPL Way in our daily work life by:

- Demonstrating **understand the person** by asking open questions, knowing other's strengths and how to use them, appreciating other's deliverables and stressors, reserving judgement and focusing on understanding.

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- Demonstrating **give great service** by asking questions to clarify outcomes to be achieved and by providing options to achieve those outcomes. Identifying expected impacts of any change on internal and external clients and by focusing on how we make this happen safely and effectively.
- Demonstrating **work together** by actively seeking out information, respecting the stage of the process, looking for ways to help and enhance outcomes and understanding what others are trying to achieve.
- Demonstrating **find better ways** by talking through issues respectfully, involving clients in identifying issues and designing solutions, looking beyond the sector and Australia for solutions, challenging the status quo and making it easier for clients and staff.

Position Purpose

To manage quality service delivery, support and grow all CPL business and to effectively contribute towards achievement of the organisation's vision and purpose.

Key Responsibilities

- Ensure quality service delivery across a range of services and customer segments within a designated portfolio.
- Support NDIS Facilitators and transition staff to prepare participants and staff for transition to new funding model with a program of individual pre planning and assessment.
- Support Service Facilitators working in Aged Care business unit to facilitate and administer the provision of high quality in-home and/or community access and services to our ageing clients
- Identify and convert business opportunities to contribute to regional growth targets.
- Create a positive working environment for all staff and develop relationships with peers and key external stakeholders.
- Strengthen brand awareness and marketing in your area that provides maximum growth opportunities and increase customer base.
- Be a positive role model in words and behaviours in leading staff in an environment of constant change.
- Ensure the maintenance of all CPL assets, both fixed and mobile, with a focus on brand alignment and accessibility.
- Ensure the provision and implementation of systems, software and training required to administer CPL services
- Keep up to date with relevant program business rules and other business information to proactively share with staff and clients.
- Provide leadership to local staff and delivery of services with a customer focus; and effectively manage resources, including human, financial, assets and capital costs efficiently.
- Undertakes other responsibilities as required and directed by the Area Manager.

Supplementary Responsibilities

- Embodies The CPL Way in daily work life (see first page).
- Proactively contributes to identifying personal training and development needs and the means to address those needs, to maintain up to date knowledge, skills and abilities which ensure ongoing competence to achieve the required outcomes of the position as it develops.
- Contributes effectively to the promotion of equal opportunity and non-discrimination in the workplace.

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- Contributes effectively to the identification, removal and reduction of workplace hazards and risks to ensure a safe and healthy work environment.
- Contributes effectively to the achievement of continuous improvement through adherence to the Quality Management System in all areas within the influence of the position.

Key Customers

- Reports directly to the Area Manager.
- Works with CPL Leadership team members to deliver core business and a growth strategy.
- Works closely with Area Manager, Allied Health Team Leader and NDIS/Service Facilitators.
- Strong working relationship with NDIA and /or Department of Health and other Government funding agencies.
- Liaises externally within the disability and aged care market place to foster strong relationships and growth opportunities.

Selection Criteria

Applicants must address the following criteria in writing to be considered for this position:

- Demonstrated experience managing a range of service types for people with a disability and/or aged care (dependent on the position).
- Experience in marketing and sales of products in a commercial or human service environment.
- Exceptional interpersonal and communication skills, especially the ability to effectively manage stakeholders, work with others within CPL, represent the CPL brand locally and grow external networks that deliver business growth and profits;
- Significant experience in leading others to work in changing environments and to deliver outstanding client service and achieve sustainable growth targets;
- Ability to quickly engage the resources of CPL to adapt products, prices and processes to meet the needs of a dynamic external environment and share the learning across the organisation;
- Knowledge or ability to quickly acquire an understanding of reforms in the disability and aged care sectors and how that relates to business opportunities
- Experience within the allied health or community service sectors are an asset in this position.
- Financial Management experience or the ability to quickly learn and understand financial statements for analysis and reporting.

Additional Requirements

These do not need to be addressed in selection criteria but must be included in application:

- Tertiary qualification (marketing, management) and/or equivalent working experience.
- Eligibility to meet the requirements of a Department of Communities and Commission for Children and Young People and Child Guardian criminal history screening.
- Current National Police Check (If managing Aged Care business unit).
- Provide a Statutory Declaration if you have been, at any time after turning 16, a citizen or permanent resident of a country other than Australia. (If managing Aged Care business unit).

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