

Position

This position is within Disability Services. Managers may focus on a specialised service type, or may work across service type.

- This position reports to the Manager Disability Services
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position has direct reports, positions vary
- This position has the following direct reports:

This position is designated Band 6 under the *Schedule of Authorities and Delegations*

- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance

Purpose

The purpose of this position is to lead a team to deliver high quality, effective client services aligned to organisational, service, and individual client outcomes.

Focus

To achieve this purpose, the position holder would typically:

- Lead a team ensuring services can be provided to clients in a way that maximises client outcomes and meet organisational, portfolio, service, funding and external compliance objectives.
- Provide professional leadership, guidance, support to ensure the team's work is commercially effective and sustainable, identifying opportunities for process improvement or more effective ways of working.
- Evaluate the quality of service delivery, client plans and client outcomes against service, funding and compliance objectives on a regular basis. Identify gaps in delivery and work with the team to build capability and/or improve service design.
- Undertake practice monitoring and quality assessments to ensure good outcomes are achieved for clients and services delivered are in accordance with legislative and policy requirements.
- Work with team members to help them understand and achieve performance expectations, build their capability, provide regular recognition, develop and utilise talent in the team, and identify and achieve improved client outcomes and increase employee engagement.
- Provide regular structured supervision for staff as required and ensure therapists receive regular clinical supervision from the senior therapists in order to monitor, review and report on team performance in line with practice guidelines and agreed service standards.
- Support team members to understand the vision, values and direction of the organisation and translate them so the team understands how they relate to their everyday practice.
- Identify learning needs within the team, and appropriate learning opportunities both within and without the organisation, liaising with the Manager, Practice Support and learning and development team as appropriate. Develop and facilitate learning opportunities when appropriate.

- Work with staff, clients and other stakeholders to find appropriate resolution to concerns.
- Manage performance processes such as time and attendance, leave, learning, and injuries in conjunction with National Office specialists and the Manager as required.
- Support the Manager to ensure the smooth operation of the team, including providing relief during periods when the Manager is on leave.
- Work collaboratively with staff across the organisation and with the community and develop and maintain effective relationships and networks with relevant community partners, referral agencies, and relevant community groups, including attending networking meetings and forums where requested.
- Comply with mandatory reporting requirements that apply to the service.
- This position operates within the context of a billable hours' framework within the NDIS.
- There is a requirement for mobile working in this position as per client need and the operation of The Benevolent Society.

When things are going well we would expect to see these outcomes:

- Outcomes**
- Services delivered to clients by the team are effective and in line with organisational and funding requirements
 - Outcomes for clients are maximised through a collaborative approach where practice experience and services across the team, The Benevolent Society and our partners are brought together to achieve better overall outcomes
 - The team is engaged, feels supported in their workplace, and have a line of sight between their work and the vision and expectations of the organisation
 - Services are well coordinated, with clear processes and expectations in place

We work collaboratively with others, however this position works close closely with:

- Relationships**
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| <p>Within The Benevolent Society:</p> <ul style="list-style-type: none"> • Other Managers and Team Leaders • Human Resources, Finance and Property Business Partners • Allied Health Professionals • Learning & Development Business Partners • Administration Staff | <p>Outside The Benevolent Society:</p> <ul style="list-style-type: none"> • Clients • Families, carers and other stakeholders • Community Partners • Other service providers and agencies |
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To achieve the position purpose and outcomes the position holder will need to have:

- Individual**
- Degree qualified in area relating to service delivery Tertiary qualifications in a relevant field (e.g. physiotherapy, occupational therapy, speech therapy or psychology, or significant equivalent knowledge, skills and experience).
 - Demonstrated experience leading a small team to maximise outcomes for clients.
 - Previous operational experience in the area related to the service, including case management experience, where applicable.
 - Excellent understanding of the service's operating environment.
 - Demonstrated understanding of vulnerability and risk indicators relating to the client group of the service
 - Demonstrated experience working with, and/or knowledge of regulatory and compliance frameworks relating to the service.
 - Demonstrated understanding of (and experience working with) contemporary theoretical and practice frameworks in area of service delivery
 - Qualifications in management or significant experience in practice leadership may help you to succeed (but aren't essential).
 - Experience in identifying opportunities for and implementing quality improvements within programs or services may help you to succeed (but aren't essential).
 - Sound understanding of the principles of integrated service delivery and an ability to undertake a leadership role within an integrated service model may help you to succeed (but aren't essential).

This position may require some flexibility in terms of travel or hours of work:

Travel

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Those with knowledge of this position say the things that might make your day are:

Context

- Supporting your team to be able to achieve positive, effective outcomes for clients, particularly where the outcome might not be immediately clear
- Being able to influence how work and services are structured and contribute to improving service standards for clients
- Creating a high performing team who are engaged, satisfied and positive
- Having clients speak positively about their service, or provide great feedback about a member of your team

Those with knowledge of this position say some key challenges you might experience are:

- Dealing with expectations regarding services and outcomes, from clients, staff, funding providers and other stakeholders
- Not being able to always achieve the most desired outcome for a client
- Supporting staff and clients in emotionally challenging circumstances, while maintaining own wellbeing
- Balancing competing deadlines and priorities within required timeframes

Approvals

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| Approver | Director, Human Resources | Date: 17 May 2019 | Position Code: DS003 |
| Review history | V2.0 Release | | |
| Advertising | Manager, Disability Services | | |

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.