



Position Description

Assistant Service Area Manager (LAC)

Stage:

Issued

Version:

2.005005

Group:

Position Descriptions

Reports To:

Service Area Manager

Employment Status:

Full Time, Fixed Term Contract

Grade/Award:

Salaried

Primary Objective:

The key purpose of this role is:

- To provide exemplary leadership, supervision, support and mentoring to the regional Local Area Coordinator (LAC) teams under the direction of the Service Area Manager, ensuring the delivery of participant-driven planning services within the National Disability Insurance Scheme (NDIS) and in accordance with Feros Care's service philosophy, funding requirements, applicable legislative obligations and quality frameworks
- To ensure effective capacity building and stakeholder engagement activities are provided to people with a disability, their families and the broader community

Key Responsibilities:

Section A - Key Role Specific Responsibilities

Coordination of LAC Services:

- Assist with the management of the day to day operations of the allocated LAC team and provide advisory decision-making support and assisted problem solving support as required
- Assist with the day-to-day oversight of the regional LAC office to ensure participants and the broader community are able to access information and enquire about the NDIS, LAC and supports
- Ensure the LACs are meeting the planned service outputs and timeframes required by the National Disability Insurance Agency (NDIA) through the effective management and allocation of incoming referrals, enquiries and communications with participants, families, the community and other NDIS stakeholders
- Oversee the day to day co-ordination of LAC personnel including monitoring rostered schedules, appointment calendars, travel, and scheduled meetings (internal and external)
- Ensure all LACs provide a consistent, holistic and proactive goal-orientated approach to planning services to promote personal capacity building, community participation and achievement of participant's chosen lifestyle
- Work closely with the Manager Capacity Building and Engagement and the Service Area Manager to ensure all local community capacity building initiatives are implemented and service outcomes and KPI's are met
- Undertake key tasks in response to severe weather, emergency and disaster events in accordance with the Feros Care Emergency Management Plan and procedures
- Provide backfill for the LAC team as required to meet business operational needs
- Provide backfill for the Service Area Manager when required

Leadership, Supervision and Support:

- Assist as required with recruitment, selection and orientation of suitably skilled staff and provide mentoring and supervision, coaching, and timely performance management of staff
- Provide exemplary support and mentoring to ensure all LACs are highly motivated to deliver the highest quality of work activity to achieve excellent participant outcomes
- Create and maintain an exceptional team culture where staff feel they can achieve their best life's work at Feros Care

- Ensure staff team satisfaction is in the 90th percentile creating positive quality of work-life experiences including promotion of ideas, innovation, rewards and recognition
- Assist with ensuring team meetings and collegiate forums promote professional practice, are content-rich, embed team building strategies, maximise attendance, are fun and memorable
- Provide access to ongoing learning opportunities and skills development to build workforce capacity and sustainability
- Assist as required with performance appraisals and reviews that ensure staff have clearly written career pathway goals and able to function with confidence independently
- Address staff complaints immediately to minimise and/or prevent individual and team dissatisfaction and poor morale
- Responsively manage planned and unplanned leave ensuring staff are well supported and their wellbeing is optimised
- Lead by example as a hands-on manager, role modelling the Feros Care Values in daily interactions, actively embracing change and positively responding to the dynamic evolution of the organisation
- Ensure all LAC staff are supported to engage with broader Feros Care initiatives through online collaboration, regional and interstate events
- Participate in the active management of staff injuries and assist with development, implementation and oversight of Return to Work plans including monitoring strategies to ensure all staff are returned to the workforce as safely and as quickly as possible

Quality and Continuous Improvement:

- Ensure an excellent customer experience is provided by all staff to create a lasting positive impression and genuine positive 'word of mouth' promotion of Feros Care
- Actively contribute to the development and review of the LAC program service strategy, risk planning and operational planning processes, policy and procedure and guidelines formulation as pertains to the NDIA and area of responsibility
- Ensure all required LAC information relating to participants and services is entered into the NDIS IT system in accordance within the quality standards framework, organisational policies, legislative and NDIS requirements
- Ensure client documentation and data is protected in accordance with national privacy and NDIS legislation, regulations and requirements
- Complete all reporting requirements accurately with the allocated timeframes and contribute to ensuring a cycle of continuous improvement is embedded across all operational activities
- Ensure all negative feedback is responded to immediately and resolved in a timely manner to ensure satisfaction is optimised to prevent poor stakeholder outcomes, poor word of mouth referral and damage to the reputation of Feros Care
- Participate in the development and implementation of robust systems to analyse LAC program performance reports relevant to achieving regional milestones and KPI's set out in the funding agreements and guidelines
- Monitor qualitative and quantitative data and business intelligence reports to ensure Feros Care meets and exceeds KPI's required and mandated by NDIA funding requirements, program guidelines, legislative requirements including Feros Care's internal quality performance measures

Section B - Our Common Purpose

Living our Values:

At Feros Care, every person plays an important role in helping us to **empower people to live their best life**. Our **BOLD Values** are unique to us and underpin our much bolder aspirations for our clients, residents, patients, participants and customers. Our values are not just words on a wall or a piece of paper, they shape how we behave and they can be felt by the people who work with us, people who visit us or people who receive services from us.

As part of the Feros Care team you are expected to live the values:

- **GAME CHANGERS** - *Innovators not imitators* - We are the powerhouse of reinvention. We reframe perceptions and challenge conventions.
- **TRIBAL SHAPERS** - *Together we thrive* - We bring our "A" game every day. We work to build a great culture and communities where everyone matters.
- **DREAM MAKERS** - *Powered by possibility* - We create a place where our customers' wildest vision of what's possible comes to life.
- **VIBRANT CREATORS** - *Positive and playful* - We don't fit in we stand out. Our energy is electric, our people are passionate and our purpose is real.
- **KINDNESS WARRIORS** - *Committed to care* - We give our time, energy, integrity and knowledge, but above all we give our hearts.

Leading with Technology:

Feros Care utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

Work Health and Safety (WHS):

All Feros Care staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Proactively identify and address potential risk to ensure the safety, so far as is reasonably practicable, of service users, staff, volunteers, stakeholders and the organisation in accordance with legislated responsibilities and Feros Care's Quality and Risk Management System
- Comply with the Feros Care WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
 - Ideas which may improve health and safety
 - Any work related or personal injury or illness (where it may affect their ability to work safely)
 - Any work related incident they witness, including bullying and harassment
 - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

Personal Attributes and Qualities:

To be highly effective in this role you will need to identify with the following personal qualities:

- Places equal value on all people in our community
- Communicates high standards and expects ethical behaviour
- Communicates vision for organisational success that sparks excitement in others
- Confronts inappropriate behaviour and rewards behaviour that supports organisational values
- Rewards employees who demonstrate integrity in the face of adversity
- Gains support of others to accomplish work
- Manage risk including WHS risk
- Builds and maintains strong collaborative, partnering relationships

Criminal History:

This position requires a mandatory National Police Check to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

Essential Criteria for Position:

Essential Skills, Experience and Knowledge:

- Demonstrated experience in supervising a medium sized team
- Passion for people management and experience in growing a self-sufficient workforce with high energy, enthusiasm, and commitment to excellence
- Ability to travel interstate and stay away from home at least two nights every month if necessary
- Demonstrated sound resource management with a high level understanding of business viability needs
- Demonstrated experience and a high level of understanding of the Disability sector
- Ability to read reports, interpret data, categorise risk, develop and implement sustainable corrective actions
- Ability to think and act at a strategic level and successfully drive and implement change
- Well-developed written and oral communication skills e.g. negotiation skills; facilitation and presentation skills; and preparing reports, presentations and plans

- High level computer skills with the ability to problem solve and address inevitable system interruptions to ensure business continuity and well developed computer skills, including proficiency with MS Office programs particularly, Outlook, Word and Excel

Qualifications, Certificates and Registrations:

- Relevant tertiary qualifications in disability, human services, allied health, children's services, community or similar
- Unrestricted Australian driver's licence
- A current Working with Children Check or willingness to obtain one

Desirable Criteria for Position:

- Diploma in management or similar

Summary of Specific Responsibilities

Defined in	Responsibility
Disability Services Employment Clearance - New Employees Procedure : Workforce Support Services (R)	Assistant Service Area Manager (LAC)
LAC - Management and Reporting of Critical Incidents : NDIS	Assistant Service Area Manager (LAC)
LAC - SOS messaging : NDIS	Assistant Service Area Manager (LAC)
LAC Appointment of Higher Duties : NDIS	Assistant Service Area Manager (LAC)
LAC Emergency Evacuation – Employees and visitors with a disability. : NDIS	Assistant Service Area Manager (LAC)
LAC Handover Procedure : NDIS	Assistant Service Area Manager (LAC)
LAC Office Opening and Closing Procedure : NDIS	Assistant Service Area Manager (LAC)
LAC Participant Surveys : NDIS (Not Issued)	Assistant Service Area Manager (LAC)
LAC Responding to Fraud : NDIS (Not Issued)	Assistant Service Area Manager (LAC)
Quality Assuring Planning Information : NDIS	Assistant Service Area Manager (LAC)
Recording and Filing Education and Meetings LAC : Learning and Development (Not Issued)	Assistant Service Area Manager (LAC)

Other related Team/Group based responsibilities for **Assistant Service Area Manager (LAC)**

Incumbent Statement:

I have read, understand and accept the above Position Description for Assistant Service Area Manager (LAC).

Signed: Date: ... / ... /

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