

<b>Job Title:</b>	<b>Site Manager - Level 2</b>	
<b>Reporting To:</b>	<b>Cluster Manager - CHL</b>	
<b>Position Purpose:</b>	You are the frontline leader – coordinating the extended team of employees working at the site to support and provide service to participants. You have a special responsibility for managing risk and safety; you will identify issues and quickly assess their potential; you will intervene early to resolve and escalate promptly where early resolution is not possible.	
<b>DSA Values:</b>	<b>Respect</b>	Everything we do is underpinned by respect for each other and the resources that allow us to do our work.
	<b>Commitment</b>	We strive for meaningful outcomes, taking pride in the work we do and the way we serve our people.
	<b>Courage</b>	We always seek to do things better and speak up to ensure our most vulnerable feel safe.
	<b>Connection</b>	We want to build and strengthen connections within DSA, across the sector and within the communities in which we operate in order to deliver enriched participant experiences. We put people first, creating connections with our people, and seeking out partnerships to support our mission.
<b>Responsible For:</b>	<p>The Site Manager is accountable for the 3 P's - Participant, People &amp; Practice.</p> <p>Leading a team of support employees, you will ensure the team are motivated and engaged to achieve their personal best. Working with your team to identify, mitigate and manage risks, complaints and incidents and striving for exceptional practice delivery against the NDIS standards.</p> <p>In collaboration with the Cluster Manager, Site Managers will be accountable for the successful implementation of strategic projects and initiatives, and for providing leadership and support to employees and participants during organisational change.</p> <p>From a service delivery perspective, the Site Manager is accountable for enabling access to and facilitating the full range of DSA services and support within the site, to a life-stage specific cohort of participants. The Site Manager will ensure all services and supports delivered to participants in the site are in line with participant plans, and meet the expectations and standards set out by their Cluster Manager.</p> <p>The Site Manager may also provide frontline service support to participants, at a case load of up to approximately 0.5 FTE.</p>	
<b>Key Attributes:</b>	<p>To be successful you will need:</p> <ul style="list-style-type: none"> <li>• A commitment to ensuring that CHL participants are provided with a safe home and a strong network of support and are given every opportunity to realise their aspiration for independence.</li> <li>• Demonstrated leadership skills and the ability to build, manage and develop individuals and teams proactively and supportively.</li> </ul>	

	<ul style="list-style-type: none"> <li>• Highly developed interpersonal skills and the ability to build rapport/sound working relationships and collaborate with a wide range of stakeholders.</li> <li>• Highly efficient operating skills; timely decision making; priority setting; planning; organising; time management; delegation.</li> <li>• Demonstrated integrity and trust displaying managerial courage.</li> </ul>
<p><b>Key Result Areas:</b></p>	<ol style="list-style-type: none"> <li>1. In line with CHL's strategy: support, enable and facilitate participants and employees within the site to transition to DSA's new life-stage specific service delivery model.</li> <li>2. Ensure practice and service delivery within the site is best-practice, service agnostic, participant-centric, delivers on participant annual plans, and is aligned to the NDIS Quality and Safeguarding Framework, the National Standards for Disability Services, and DSA's vision, values, and strategy. Assume up to a case load equivalent of 0.5 FTE.</li> <li>3. Proactively identify and manage risks, complaints, and incidents prior to escalation, with a focus on early intervention and resolution. Escalate complex and priority risks to Cluster Manger as appropriate, to ensure participant and employee safety in the site, at all times.</li> <li>4. Deliver quality, effective, and efficient day to day operational and financial management in the site.</li> <li>5. Manage and support the professional development of team members and enable them to deliver operational and service excellence within sites.</li> </ol>

## Performance Agreement (July 2021– June 2022)

Key areas of focus	Key outcomes	Metrics
<p>Support the Cluster Manager and the Divisional Director to implement the new CHL structure, ensuring –</p> <ul style="list-style-type: none"> <li>Participants are supported throughout and that there is no disruption to their care plans or to service provision.</li> <li>Site employees are kept abreast of organisational changes their rationale and any impacts to ways of working at the site level.</li> <li>The site continues to operate seamlessly and efficiently through the transition.</li> </ul>	<p>Full implementation of CHL’s new organisation structure and strategy by June 2022, including the implementation of DSA’s new life-stage specific service delivery model for participants.</p>	<p>Participant satisfaction Employee satisfaction No. of incidents / breaches</p>
<p>Support the Cluster Manager and the Participant Champions with the implementation of Participant Independence Plans -</p> <ul style="list-style-type: none"> <li>Encourage participants to work with the Participant Champion to detail their goals for independent living.</li> <li>Work with the Participant Champion to arrange service provision in line with the Participant Independence Plans.</li> </ul>	<p>All participants are given encouragement and the opportunity to develop plan outlining their goals for independence and the services and support required to achieve them.</p>	<p>No of Participant Plans developed Proportion of Participant plans fulfilled</p>
<p>Embed a culture of early intervention in relation to incidents / breaches that have the potential to cause risk or harm to employees / participants -</p> <ul style="list-style-type: none"> <li>Implement a culture of early identification of the risk factors amongst employees and participants that could result in an incident requiring management.</li> <li>With the support of the Divisional Director and Cluster Manager, ensure all employees are well</li> </ul>	<p>Incidents and Risks are identified early, resolved quickly and Cluster Managers are notified promptly and, in a position, to support early resolution.</p>	<p>Reduction in number of breaches / incidents that pose a safety risk to participants / employees Reduction in number of breaches / incidents that requires escalation</p>

Key areas of focus	Key outcomes	Metrics
<p>equipped to resolve issues and incidents as they occur and to minimise the potential for them to cause a safety risk to participants/ employees.</p> <ul style="list-style-type: none"> <li>Introduce a culture of escalating issues promptly where early resolution is not possible.</li> </ul>		
<p>Provide leadership to the employees at the site, ensuring:</p> <ul style="list-style-type: none"> <li>The site is run efficiently but always as a warm, welcoming and safe home for participants.</li> <li>Employees work as a team and with the best interests of the participant always at heart.</li> <li>Employees are kept well informed, are given feedback on their performance that is constructive and supportive and that they are aware of training and development opportunities.</li> </ul>	<p>The site is positively benchmarked internally and externally for the quality of its amenity, care and service level.</p> <p>Site occupancy levels are maintained at high levels.</p> <p>Employee turnover and absenteeism are low by sector levels.</p>	<p>Benchmarking</p> <p>Occupancy Rates</p> <p>Employee Turnover</p> <p>Employee Absenteeism</p> <p>Site profitability</p> <p>Employee training</p> <p>Performance management plans for site employee</p>

## Acceptance

I have read this position description and all the Appendices and understand what is required of me. I am not aware of any reason preventing me from performing the position.

<b>Signature</b>			
<b>Name</b>		<b>Date</b>	

## Appendix 1

### Key Internal & External Stakeholders

(Key Relationships to foster that facilitate achievement of the Purpose and Key Results)

#### Internal:

- Participants
- Cluster Manager
- Participant Champions
- Team Members
- Allied health professionals / medical officers
- Risk, Quality and Compliance Team
- People and Culture
- CHL Operational Support Teams

#### External:

- External Service Providers coming into contact with the site
- Local disability and community organisations
- Participant family members and guardians

## Appendix 2

### Talent Acquisition Information

(The essential knowledge, experience, skills, and personal attributes required for the job)

### Experience and Qualifications

#### *Essential:*

- Qualification in the Social Services or relevant domain e.g. social work, psychology, disability, mental health, etc. or relevant industry experience (minimum Cert 4 equivalent).
- People leadership experience and demonstrated outcomes management
- Knowledge of relevant disability legislation, standards e.g. NDIS Quality and Safeguarding Framework, the National Standards for Disability Services.
- Demonstrated experience in providing supports to adults living with complex mental health diagnoses and/or psychosocial disability.
- Experience and understanding of NDIS practice standards specifically around Behaviour Support and Restrictive Practices, and continuous improvement plans.
- Understands and is able to implement Risk Management strategies and procedures to minimise all areas of identified risk.
- First Aid Certification.
- Current NSW Working with Children Check and NDIS Worker Screening Check.
- Current Police Check.

#### *Desirable:*

- A strong network of relationships and contacts across the Disability and Community services sector within the local community.
- Knowledge of Awards, Industrial Relations and Labour Resource Management.
- Enrolment or willingness to enrol in professional development available externally and internally at DSA.

### Work Environment

- This position is required to perform physical duties and undertake repetitive manual tasks; hence a reasonable level of fitness and good manual handling techniques are inherent requirements of this position. **See Appendix 3.**

## Competencies

<b>Leading People</b>	Lead people toward meeting the organisation's vision, mission, and goals. Create an inclusive workplace that fosters the development of others, facilitates cooperation and teamwork, and supports constructive resolution of conflicts.
<b>Planning &amp; Organising</b>	Establishes a systematic course of action in order to accomplish objectives; determines priorities and allocates resources effectively.
<b>Communication</b>	Understands communication processes and dynamics; applies this to ensure effective communication in a variety of situations and with audiences of differing needs and expectations.
<b>Quality Assurance</b>	Carefully monitors and takes pride in the quality of own work and the work of others. Seeks and acts upon opportunities to improve quality, service and productivity.
<b>Coaching</b>	Provides regular feedback and coaching to direct reports to support behaviour and performance improvement. Establishes trust, listens actively, and assists in planning and progress tracking to support the achievement of results.
<b>Self-motivated</b>	Manages own work independently, with little need for supervision. Takes ownership and accountability for own performance.
<b>Flexibility &amp; Agility</b>	Adjusts behavior to new information or changing circumstances. Remains open to new ways of doing things and experiments with new methods. Works effectively in an unstructured or dynamic environment.
<b>Stakeholder Management</b>	Collaborates and shares information with key stakeholders to implement new initiatives and deliver quality programs. Builds rapport with a variety of people both internally and externally. Develops alliances to work together toward common goals.
<b>Values Driven</b>	Keeps the organisation's vision and values at the forefront of decision-making and action.

## Appendix 3

### Physical Inherent Requirements

Overall Physical Demand Rating Site Manager: **Medium Work**

#### Physical Demand Rating Key:

##### *Level 1 Duties (Sedentary)*

- Exerting up to 10 pounds (4.5 kg) of force occasionally or a negligible amount of force frequently to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time, but may involve walking or standing for brief period of time. Jobs are Sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

##### *Level 2 Duties (Light Work)*

- Exerting up to 20 pounds (9kg) of force occasionally, or up to 10 pounds (4.5kg) of force frequently, or a negligible amount of force constantly to move objects. Physical demand requirements are in excess of those for Sedentary Work. Even though the weight lifted may be only a negligible amount, a job should be rated Light Work:
  - When it requires walking or standing to a significant degree;
  - When it requires sitting most of the time but entails pushing or pulling of arm or leg controls; or
  - When the job requires working at production rate pace entailing the constant pushing or pulling of materials even though the weight of those materials is negligible.

##### *Level 3 Duties (Medium Work)*

- Exerting 20 (9kg) to 50 pounds (23kg) of force occasionally, or 10 (4.5kg) to 25 pounds (11kg) of force frequently, or greater than negligible up to 10 pounds (4.5kg) of force constantly to move objects.
- Physical demand requirements are in excess of those for Light work.”

##### *Level 4 Duties (Heavy Work)*

- Exerting 50 to 100 pounds (23 – 45kg) of force occasionally, or 25 to 50 pounds (11 – 23 kg) of force frequently, or 10 to 20 pounds (4.5 to 9kg) of force constantly to move objects. Physical demand requirements are in excess of those required for medium work.

##### *Level 5 Duties (Very Heavy Work):*

- Exerting in excess 100 pounds (45 kg) of force occasionally, or in excess of 50 pounds (23 kg) of force frequently, or in excess of 20 pounds (9kg) of force constantly to move objects. Physical demand requirements are in excess of those for Heavy Work.



## Physical Demands:

**O = Occasional (0-33%); F=Frequent (34-66%); C=Constant (67-100%)**

Task	O	F	C	Comments
Sitting		X		
Standing		X		
Walking			X	
Climbing stairs		X		
Lifting/carrying <20kg		X		
Lifting/carrying >20kg		X		
Pushing/pulling			X	
Trunk flexion			X	
Squatting/kneeling			X	
Overhead reaching		X		
Repetitive arm/wrist movements		X		
Gripping/handling		X		
Exposure to challenging conversations and behaviors			X	
Vocal ability and auditory sensation			X	
Proper visual sensation			X	
Other				