

Position description Independent Living Services Manager

Position title	Independent Living Services Manager
Award	Social, Community, Home Care and Disability Services Award 2010
Salary	Social & Community Services Level 6
Employment type	Ongoing full-time
Hours	38 hours per week
Reports to	CEO
Position holder	Vacant

Position summary

The Independent Living Services Manager will lead a comprehensive suite of support services designed to enhance the well-being and independence of our elderly and differently abled community members. The role encompasses strategic planning, program development, and operational management across various domains, including community transport, social support, carers support, home help & personal care, gardening, and home maintenance.

Key responsibilities include:

1. Manage the program with a focus on good practice and performance, whilst maintain up to date reporting and data integrity on CHSP, Support for Carers & HACC-MDS targets, including:
 - a. CHSP - Transport (1674 trips)
 - b. CHSP - Social Support (2877 Supports)
 - c. CHSP Specialised Support Services (396 Supports)
 - d. Specialised Support Services (SSD)
 - e. Support for Carers (85 Carers)
 - f. HACC Volunteer Coordination (459.45 hours)
 - g. Service System Resourcing (SSR)
 - h. HACC Flexible Service Response (FSR) (508 targets)
2. Manage individualised support plans for participants, ensuring they align with NDIS guidelines and the specific needs and goals of each individual.
3. Manage and optimise roster scheduling to ensure the efficient utilisation of resources, taking a lead role in maximising software functionality for enhanced efficiency.
4. Manage the growth of domestic assistance, gardening, cleaning, and modifications to people with a disability and aged care consumers.
5. Ensuring the organisation adheres to the Aged Care Standards including managing the audit process and the continuous improvement plan.
6. Ensure the NDIS service complies with all relevant regulations, standards, and guidelines set by the NDIS Quality and Safeguards Commission or other regulatory bodies.
7. Build & maintain relationships with funders, service providers and key stakeholders.
8. Manage & mentor staff (paid & volunteer) to achieve their roles and pursue general ongoing training and development opportunities where appropriate.
9. Actively source new service opportunities for grants and funding by managing submissions for the continued development and growth.

Position description Independent Living Services Manager

10. Operate within budget and resource constraints, monitoring and reporting as required and contribute to program budget management.
11. Active member of the Centre for Participation's Consumer Quality Sub-Committee.
12. Attendance at conferences, seminars, workshops, and other training activities to maintain an awareness of trends and issues primarily relating to the position.
13. Monitor and update key program plans including:
 - a. Wellness and Re-ablement,
 - b. Diversity
 - c. Community Engagement
 - d. Continuous Improvement
14. Identify and assist in the solution to any communication and workflow problems observed by suggesting improvements and enhancements to existing systems and processes in accordance with Centre for Participation procedures.

Essential

- Ability to develop and review program policies and procedures that give effect to Aged Care Standards, Organisational Plans & Policies, and other relevant guidelines & standards.
- Ability to develop and review program policies and procedures to ensure the NDIS service complies with all relevant regulations, standards, and guidelines set by the NDIS Quality and Safeguards Commission or other regulatory bodies.
- Excellent verbal and written communication skills including effective listening and clear interpretation.
- Staff management & mentoring experience.
- Experience at reporting program facts, stats, and trends against goals & plans.
- Demonstrated networking skills with the ability to develop effective partnerships.
- Good computer and word processing skills with proficiency in Microsoft Word and Excel.
- Ability to work with minimal supervision and demonstrate high levels of initiative.
- Demonstrated ability to work effectively as a part of a team and with a diverse range of people and personalities.
- Effective time management, organisational and problem-solving skills with demonstrated reliability to determine priorities and meet deadlines.

Qualifications and Experience

- Bachelor's degree in a relevant field (Nursing, social work, healthcare management, etc.).
- Proven experience in program management, preferably in aged care or disability services.
- Strong understanding of NDIS and aged care regulations and compliance.
- Excellent leadership and communication skills.

Desirable

- Previous project management experience.
- Budget management experience.
- Volunteer management experience.
- Understanding of/ previous managed a social enterprise.

Position description Independent Living Services Manager

Personal attributes

- Attention to detail.
- Demonstrates initiative.
- Problem solving.
- Collaborative and supportive.
- Flexible and embraces change.

Conditions of employment

- The position is full-time and is subject to continued funding.
- All terms and conditions of employment are in accordance with the Social, Home Care and Disability Services Industry Award and the National Employment Standards.
- The employee agrees to abide by all health and safety rules and requirements, policies and procedures of the employer that may be amended from time to time.
- This appointment is subject to: Current police check, NDIS Worker Screening Check, Current Working with Children Check and a current Victorian motor vehicle licence.

I have reviewed and approve the above position description

Signature: _____ Date: / /

Robbie Millar, Chief Executive Officer

I have read, understand, and agree to the above position description

Name: _____

Signature: _____ Date: / /