



## POSITION DESCRIPTION

<b>TITLE:</b>	<b>Program Manager - Day Services</b>
<b>PROGRAM AREA:</b>	Community Support - Day Services,
<b>REPORTS TO:</b>	Manager Community Supports
<b>AWARD AND GRADE:</b>	1. Employment conditions in accordance with the Alkira Centre – Box Hill Inc. Disability Services Victoria (Part 1) Certified Agreement 2005 2. Superannuation - a compulsory Superannuation Guarantee payment will be made on employee's behalf - 3. Salary Packaging Alkira Centre – Box Hill Inc Disability Services Victoria (Part 1) Enterprise Agreement 2005.
<b>DATE LAST REVIEWED:</b>	22.09.2017

### The Organisation and Philosophy

Alkira is a community sector organisation providing a range of services and supports for adults who have disability and their families in the Eastern Metropolitan region of Melbourne. Service areas include: supported accommodation, facility based respite, training and support on an individual and/or group basis in people's homes, community or Alkira facilities, night and weekend recreation and holidays.

Alkira's service philosophy is based on recognizing, fostering and celebrating each person's individuality which in turn informs the way that supports are provided; their capacity and participation in community life with all the associated rights and responsibilities. The social justice and human rights principles of access and equity strongly underpin the values and actions of the organisation.

### The Training and Support Services

People who use our services choose to take part in group programs and activities, or engage in an activity on their own in the community with support from Alkira, or a combination of both. The choices that people make will depend on their interests, wishes and needs. This service has five service locations in the City of Whitehorse, used as springboards for programs and activities that assist people to develop to their potential, independence and quality of life.

## Expectations and Supports

All staff have a responsibility for contributing to:

The multi-disciplinary teamwork of the organization.

Ensuring supports are provided to clients in consultation with their families.

A process of continuous quality improvement throughout the organization.

The maintenance of organizational standards stated in the 'Code of Conduct' and legislative requirements regarding privacy, confidentiality, and risk management / organizational health and safety.

This position will be supported by a well-established staff team including our Chief Executive Officer, Manager – Community Supports, and Disability Support Workers .

Alkira's Organisational Support personnel provide Human Resources, Staff Training and Development, Volunteers, Health and Safety, Quality Systems, Finance & Property, Information Technology, Community Relations & Fundraising services, expertise and assistance to all services. The Role

The Program Manager is responsible developing, leading and managing various streams; programs and support provision of Day Services to achieve the participants desired outcomes within the organization's strategic framework.

The Program Manager, reports to the Manager - Community Supports and is responsible for managing the provision of programs and supports via a team of staff to people who uses Alkira's Connections Services. Service delivery is in line with the person's plans; organizational and Community Supports strategic directions; Service plan goals; budget, funding allocation and industry legislation, organisational policies and procedures.

The Program Manager's responsibility includes service; program and support delivery through long and short term planning, implementation and review based on the need; wishes and interests of the people who use the Connections services.

The Program Manager is relied upon to develop, implement, manage and review various programs and support services and provide provision of systems and contribute to Community Supports and Additional Support systems.

This role encompasses the following factors:

Consumer needs driven

Values driven change management

Financial management & projections;

Compliance & risk management issues;

Government policy directions including attached funding

Community changes that may impact the supports and services we provide to people who use our services

## **Key Accountabilities**

## **Service Operations, Program and Support provision**

- Drive, develop, implement, manage and review service delivery, programs and support to achieve participant's desired outcomes, goals of NDIS plans, service strategy and business plans.
- Work with with relevant Managers, Disability Support Workers, volunteers and other relevant internal stakeholders to develop and deliver quality programs, support provision and strategy in line participant's desired outcomes, goals of NDIS plans, service strategy and business plans.
- Service delivery, programs and support are delivered on time and within funding and budget parameters.
- Assist in the development of new programs and services.
- Incorporating Alkira's mission, values and strategic direction, into program and support provision; as well as service policies and procedures.
- Ensure participant programs and support provision systems and procedures align with NDIA requirements, NDIS funding, DHHS guidelines, legislative, regulatory, quality and compliance frameworks.
- Ensure accurate records of the activities undertaken within program and service provision are maintained.
- Maintain, monitor and report all program and service delivery data, provide a monthly report to the Manager - Community Supports.
- Analyse program and support provision data to measure participant outcomes, service performance; and viability of services. Based on data collected make improvements to programs and services to ensure quality and sustainability of services.
- Maintain and use stakeholder feedback systems to inform program and support provision development, changes and improvements. Stakeholder feedback measures are applied in a timely manner and used to make required changes to program and support provision.
- Implement major changes to programs and services in consultation with the Manager – Community Supports.
- Ensure the program runs effectively and efficiently on a day to day basis including efficient rostering of staff.
- Report to the Manager – Community Supports all major problems or issues that are/or may inhibit the smooth operation of the service.
- Develop, implement, monitor and review policies, procedures, practices relating to programs and services.
- Address and resolve service complaints (formal and informal). Ensure service complaints are resolved in a timely manner and are compliant with policies, procedures, relevant regulatory and legislative requirements and used to inform program and support provision improvements.

## **Financial Management**

- Develop the annual service budget in consultation with the Manager - Community Supports.
- Monitor and review program's performance against budget. Programs are delivered within budget within timely and accurate financial reporting.
- Monitor and manage program and service income and expenditure ensuring that they are viable and reported in a timely manner.
- Monitor petty cash/program money management.
- Assist in obtaining resources for services within allocated budget.
- Responsibility for the accurate quoting, monitoring, recording and reconciliation of participant funds.
- Effectively liaise with relevant Government Departments regarding funding matters.
- Monitor participant funding, ensure individuals have adequate funding for the services they want to access. Be responsive to the changing funding needs of participants by effectively liaising with relevant Government Departments obtain additional funding for service provision.
- Manage the capacity/vacancies of services and programs. Monitoring participant numbers for programs and services ensuring services are viable and inline with NDIS pricing requirements.
- Adhere to Delegation of Authority regarding approval of spending limitations.

### **Staff Management**

- Lead a team that provides quality supports and outcomes to participants.
- Manage the human resourcing requirements of the service within approved budget.
- Manage, coordinate and monitor staff workloads, work schedules and rosters.
- Manage the selection and recruitment of new staff.
- Lead, coach and manage the team to ensure each staff member has the confidence and competence to meet the accountabilities of their key work area.
- Ensure that staff fulfil the requirements of their position descriptions and of the service.
- Ensure regular and appropriate orientation, supervision, debriefing, training, support and performance management are provided to all staff.
- Conduct regular supervision and annual staff performance appraisals.
- Demonstrated capacity to manage poor performance either with individual staff or within the team.
- Manage staff time sheets and authorise leave requests within policies and procedures, industrial relations, legislative guidelines.
- Manage and deploy relief staff ensuring adequate number of suitably qualified and skilled relief staff are deployed daily to meet service and support provision within budget.
- Ensuring staff participate in training and development activities that incorporates

core knowledge and skills development, contemporary practice, regulatory training, reflective and peer learning opportunities.

- Monitor, review and recommend changes to program and service structures, workforce composition to ensure that short and long term service objectives meet the needs, interests and wishes of participants.
- Ensuring staff members have the right attitudes, knowledge and skills required for the short and long term needs of service.
- Manage and supervise student placements.
- Address and resolve staff issues and grievances (formal and informal). Ensuring staff issues and grievances are resolved in a timely manner, compliant with policies, procedures, relevant regulatory and legislative requirements.
- Convene and coordinate staff meetings.

### **Participant Management**

- Implement and contribute to the review of systems to attract and retain participants.
- Marketing and promotion of program and support provision. Targeted stakeholders are engaged and informed about program and support provision and related activities.
- Develop and maintain community alliances and collaborations to benefit participant and program provision.
- Ensure participants meet the eligibility criteria for Alkira services as outlined in organisational policies, procedures, DHHS and NDIS guidelines.
- Manage onboarding of new participants to the service, ensuring that all onboarding is inline with policies and procedures and DHHS/NDIS requirements.
- Ensure the service maintains compliance with individual funding requirements including but not limited to attendance records, case notes, individual plans, health and support information.
- Ensure that participant needs and service delivery goals are met.
- Ensure each participant has provided the service with adequate information on their support, health and service needs.
- Manage critical Participant incident. Responsible for ensuring that incidents are managed in a timely manner, compliant with policies, procedures, relevant regulatory and legislative requirements and used to inform program and support provision improvements.

### **Occupational Health and Safety and Risk Management**

- Ensure Organisational Health & Safety Policies and Procedures are being observed at the worksite.
- Support a safety culture within their area of responsibility by:
  - Monitoring and supervising Organisational Health & Safety compliance.
  - Identifying any Organisational Health & Safety gaps and following up on any

safety issues in a timely manner.

- Identifying any Organisational Health & Safety training needs.
- Reporting on Organisational Health & Safety activity and performance – including Accident, Incident, Hazard and Near Miss Reporting. Managing follow-up to incidents ensuring risk minimization plans are activated immediately after incidents/accidents
- Health and Safety issues are discussed and actioned in staff meetings.
- Ensuring Organisational Health & Safety is a consideration when purchasing resources and equipment.
- Ensure the operational site, vehicles and other resources are in good repair, safe and address any maintenance issues in a timely manner.
- All resources and equipment's Organisational Health & Safety impacts have been assessed and relevant procedure and plans have been imbedded.
- Co-ordinate the management of emergency response (including completion of Incident Reports and follow up after the emergency).
- Conduct regular emergency response drills for the service site.
- Regularly conduct and report on internal and external property inspections documenting all hazards and items for action have been identified, followed up and completed within agreed timelines.
- Develop, manage and review service delivery and support provision inline with Alkira's Organisational Risk Management Framework. Ensuring any potential risks to supports and service delivery are identified, eliminated or controlled and reviewed.

### **Compliance and Risk Management**

- Participant in internal and external audits.
- Ensure any corrective actions from internal audits and accreditation audits are followed-up and completed.
- Ensure internal audits are conducted on programs and support provision policies, practices, procedures are compliant with legislative, regulatory and quality framework.
- Ensure staff maintain adequate documentation for funding and compliance purposes.

### **General**

- Understand and implement the principles of team work.
- Undertake other reasonable tasks as directed by the Manager-Community Supports.
- Be prepared to work in roles across the service as required by the Manager.
- Convene meetings as required.
- Actively represent the service at interagency meetings, forums etc.
- Follow and comply with all Alkira's policies, procedures and strategic directions.

- Promote Alkira programs and support provision and communicate with external community providers and external stakeholders.
- Submit funding/grant applications.

#### KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, past performance and personal attributes that are required for achieving the key accountabilities listed above. Demonstrated alignment with the organisation's values and the potential for future development will also be considered.

The successful applicant is expected to have/demonstrate:

Professional qualifications in a relevant disability, health or human services discipline as well as management.

A working knowledge of State and Federal disability, age care, health and community service legislation and policy frameworks

Highly developed interpersonal skills, with the ability to engage and negotiate with a wide range of stakeholders and to relate to people in a positive, respectful and supportive manner.

Significant experience in the management of individualized, community based human services, and an excellent understanding of key disability philosophies including person-centred approaches and inclusive community development.

Highly developed people management, leadership and interpersonal skills, including the ability to mentor, coach and supervise staff, and to contribute to the Alkira management team.

Highly developed oral and written communication skills, including the ability to prepare and/or deliver high quality reports, briefing papers, submissions and presentations for a variety of audiences, and to communicate effectively with different stakeholders.

Accountability and Integrity, including high personal standards and a proven ability to accept responsibility for own actions and for those that they manage.

Business Acumen and Marketing skills, including the ability to promote services to potential participants and funding bodies in order to secure and grow market share.

Proven ability to manage a budget.

Computer literacy, including experience in the use of MS Office, the internet, and other computer software packages.

The successful applicant must:

have a current Victorian Police Records Check in line with Department of Health and Human Services (DHHS) policy and a current Working with Children Check

CPR and First Aid level 2 Certificate;

provide evidence of professional qualifications and current registrations; and,

have a current Victorian Driver's License and a valid Driver History Record.

**ALKIRA IS AN EQUAL OPPORTUNITY EMPLOYER**