



POSITION DESCRIPTION

TITLE:	Assistant Service Manager
PROGRAM AREA:	Community Supports
REPORTS TO:	Service Manager
AWARD AND GRADE:	<ol style="list-style-type: none">1. Employment conditions in accordance with the Alkira Centre – Box Hill Inc. Disability Services Victoria (Part 1) Certified Agreement 20052. 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.
DATE LAST REVIEWED:	23/11/2017

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 participant 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 participantity 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.

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, Service Manager, Instructors, administration and other support staff.
- 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

- This role is responsible for co-ordination and delivery of programs to participants accessing Connections at Thurston & Serpentine St sites.
- The role will support the Service Manager to provide quality services to participants, ensuring day to day running of operations occurs seamlessly.
- The role will support the Service Manager to lead change across the service.
- This role has day to day support responsibilities to a team of Instructors to ensure a high quality service is delivered to each participant in accordance with their participant funding, goals and needs.
- The Assistant Service Manager will establish and maintain positive relationships with internal and external stakeholders. The incumbent will demonstrate the values of Alkira in their dealings with the community and all stakeholders.
- The incumbent will uphold Alkira values and mission and conduct their duties and responsibilities in accordance with Alkira and legislative policies, procedures and ethos.

The role will ensure that the operations of the services are consistent and relevant and provided in compliance with Alkira Policy and Procedure Guidelines, Organisational Values, NDIS, Disability Act 2006, NDIS Act 2013 and relevant legislative and Occupational Health and Safety requirements.

KEY ACCOUNTABILITIES

Program and Support provision

- Lead the development, implementation, monitoring and review of service delivery, programs and support to achieve participant's desired outcomes, goals of NDIS plans.
- Service delivery, programs and support are delivered on time and within funding and budget parameters.
- Drive the development of new initiatives for programs and services.
- Incorporating Alkira's mission, values and strategic direction, into program and support provision; as well as service policies and procedures.
- Ensure accurate records of the activities undertaken within program and service provision are maintained and are fit for NDIS audit.
- Maintain, monitor and report all program and service delivery data, provide a monthly report to the Service Manager.
- Ensure the program runs effectively and efficiently on a day to day basis including efficient rostering of staff.
- Complaints and issues are brought to the attention of the Service Manager in a timely manner for resolution.
- Will require the incumbent to oversee one or more streams of service including Academic and Further Education, Vocational Options, and Creative Expressions, Living and personal development and recreation.
- Ensure that Core, Capacity Building, transport and therapeutic goals for participants are delivered in accordance with NDIS.

Staff Management

- Lead a team that provides quality supports and outcomes to participants.
- Conduct monthly supervision with Core Group Coordinators, Participantised support staff and other direct reports.
- Ensuring staff members have the right attitudes, knowledge and skills required for the provision of support to participants.
- Coaching, mentoring of the team and identification of training needs.
- Staff work performance issues are brought to the attention of the Service Manager immediately.

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.
- Maintain compliance with participant funding requirements including but not limited to attendance records, case notes, participant plans, health and support information.
- The ability to respond immediately to a crisis and manage the event and subsequent actions in collaboration with senior management.
- 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.
- Responsible for transitioning new attendees into Alkira services, including but not limited to Tours, provision of information, setting up activities, communication of program changes to the participant and family, billing, resourcing and administrative tasks as required.
- In collaboration with Service Manager, ensure smooth transition when exiting participants from services by following procedure.

Occupational Health and Safety and Risk Management

- Adhere to Organisational Health & Safety Policies and Procedures.
- Health and Safety issues are discussed and actioned in staff meetings.
- Ensuring Organisational Health & Safety is a consideration when developing programs.
- Ensure compliance with OHS management including taking a lead role in regular emergency response drills for the service site.
- Will be required to conduct thorough Risk Assessments for individuals, programs, environment and activities.
- Raise and respond in a timely manner to identified OH&S issues with the Service Manager.

General

- Understand and implement the principles of team work.
- Undertake other reasonable tasks as directed by the Service Manager and Senior Management.
- Attendance and active participation at required meetings, forums, workshops.
- There may be the occasional requirement for redeployment to another service site.
- 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.

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. 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:

Significant experience in the planning, development, delivery and evaluation of programs for people with a disability.

- Includes collaboration with participants, their family or caregiver, Service Manager, other professionals and stakeholders.
- Ensure programs are resourced to enable access and successful outcomes for the participants.
- Monitor and review programs regularly to ensure they are meeting the goals and needs of participants.

A strong commitment to the rights of people with a disability.

- The incumbent will hold firm values/beliefs about empowering people with a disability.

- Ability to have empathy for clients and their carer/family issues and circumstances
- Ability to manage the delivery of Alkira based and community based programs for participants and groups.
- Well-developed observation skills for monitoring client's social, emotional and physical health.
- Knowledge and use of ethical behaviour management principles.

Well-developed leadership and interpersonal skills.

- Includes an ability to lead and work as part of a team.
- Provides the team with a clear sense of direction.
- Demonstrate capacity to retain a positive attitude in times of change.
- Support the senior management team to deliver change in a professional manner.

Well- developed service development skills and abilities.

- Includes the ability to conceptualise ideas and develop these into new service initiatives.
- Ability to coordinate the provision of services and programs to people with participant support needs.
- Ability to work in a vibrant, self-directed team environment.

Well-developed oral and written communication skills.

- The ability to communicate with a range of people; including the ability to relate to people with disabilities and others in a positive, respectful and supportive manner.
- Well-developed literacy, numeracy and advanced skill in the use of MS Office and other relevant computer software packages.
- Includes allocation of staff and accurate updating and maintenance of participant records.

Emotional intelligence, resilience and physical capacity

- The ability to work in physically and sometimes emotionally demanding environments.
- Displays an optimistic, positive attitude to work related issues.

Time management and results focused.

- The ability to prioritise work and manage time effectively to achieve participant/team requirements and results.

The successful applicant must:

- Have a Certificate IV in Disability or qualifications in a related discipline and at least 3 years experience working in the disability sector.
- Have demonstrated experience in leading a team in the disability sector.
- A management qualification would be desirable.
- Level 2 First Aid/ CPR must be current.
- Possess a current Victorian Police Records Check and a current Working with Children Assessment Notice (WWCAN), must consent to a Disability Worker Exclusion Scheme (DWES) check.
- 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