



Position Description: General Manager, Client Services Disability

Classification	SACS 8
Award	Social, Community, Home Care and Disability Services Industry Award 2010
Reporting to	CEO
Location	Any location where The Parkside Foundation provides services

MISSION STATEMENT

Parkside is committed to be a service of excellence, setting the standard for modern human service organisations by responding to the changing needs of the community

CORE VALUES

The Parkside Foundation upholds the following Core Values:

- Respect, Honesty, Equality, Dignity, Choice, Privacy, Confidentiality

POSITION SUMMARY

The General Manager, Client Services is responsible for leading the delivery of client services for The Parkside Foundation's Disability services. The role manages our team of co-ordinators to ensure effective and positive outcomes for clients and their families and ensures compliance with all aspects of Disability standards and all other legal and contractual compliance requirements.

The General Manager, Client Services is directly responsible to the CEO for all aspects of service delivery and organisational management for projects and programs under their control. The role is also expected to contribute to the strategic direction of the organisation including input and advice to support organisational strategy and objectives.

KEY ACCOUNTABILITIES

Strategic and Operational Planning

- Ensure continuous improvement in the delivery, monitoring and review of client services including the establishment of effective ongoing feedback processes and ensure this is reflected in all areas of service delivery.
- Contribute to the organisation's strategic planning process ensuring that disability key results areas are aligned to overall strategic direction including strategic and operational decision-making and policy development and review.
- Ensure that Disability policies, procedures, forms and templates are developed, reviewed and maintained to industry standards.
- Coordinate and oversee all internal and external contractual monitoring visits and audits.
- Provide regular briefings to the CEO on developments within the Disability environment and make recommendations on appropriate organisational responses.
- Develop an annual business plan for the delivery of Disability services that reflects strategic objectives.



- Consult on the annual budget for Client Services, monitor income and expenditure and take appropriate and timely measures to address any variances.
- Ensure that all resources are deployed efficiently and effectively.

Leadership and Management

- Provide overall direction and leadership to Disability Coordinators ensuring they understand strategic and operational objectives and how they translate into service delivery plans.
- Engage staff in the annual planning process to ensure they understand organisational priorities and how they translate into their own personal Key Result Areas.
- Provide day to day support, direction and mentoring for Coordinators.
- Ensure effective implementation of training needs analysis and training delivery across the service and that staff are provided with the training and development necessary to enable them to perform their role effectively.
- Provide support and advice on complex case management, service delivery issues and critical incident response.
- Provide regular briefings for staff through a program of team meetings, encourage feedback and ensure that this is dealt with in an appropriate manner.
- Lead by example, act as a role model for staff within the service.
- Promote a client focused culture across all service delivery areas.
- Use initiative and remain calm in emergency situations and crises. Be able to manage own stress and recognise and assist other team members in managing stress.

Service Design, Delivery, Promotion & Advocacy

- Develop high quality and responsive services that meet client needs.
- Develop appropriate communication and marketing strategies to promote Disability services internally with colleagues and externally in consultation with the CEO.
- Support the CEO to build and maintain strong partnerships with key agencies and stakeholders and to improve and expand Parkside Foundation's services within the sector.

Contract management, administration and accountability

- Ensure full compliance across all service delivery areas.
- Engage all stakeholders in the contract implementation and review process.
- Produce monthly reports for presentation to the CEO.
- Keep abreast of changes in legislation, regulation and standards that relate to Disability services and ensure policies and procedures are updated to reflect them.
- Monitor reporting within the programs to ensure that contractual requirements are being met within defined timelines.
- Ensure long term sustainability of funding for core programs through innovation, outstanding service delivery, effective promotion and strategic relationship management.
- Work with the CEO to monitor data, trends and information from service delivery and initiate ideas and suggestions for research projects.
- Conduct regular program reviews to ensure services are appropriate to client needs.
- Ensure feedback on service delivery is obtained and acted upon.



Workplace Health and Safety

- Demonstrate understanding of and commitment to WH&S laws and standards and ensure all staff are properly inducted and trained in safe working practices and that hazards are identified and addressed in all programs.
- Ensure that WH&S is discussed at each team meeting.
- Ensure representation of Disability services at WH&S Committee meetings as and when required.

Other Duties

- Participate in after hours on call roster.
- Any other duties as reasonably requested.

KEY SELECTION CRITERIA

Essential Skills

- Demonstrate the ability to relate to and provide a positive approach to the rights of people with disabilities, people with dementia, older people and their carers and families.
- Demonstrated ability in the area of referrals, needs analysis and the ability to devise, implement and evaluate flexible support services to meet the needs of these groups.
- Excellent oral and written communication skills including skills in addressing groups and public speaking and preparation of written documents such as reports, proposals, tenders and government submissions.
- Ability to plan, organise, coordinate, problem solve and analyse to a high standard.
- Ability to develop and maintain professional relationships with a broad range of internal and external stakeholders.
- Ability to work independently and as part of a team to achieve organisational objectives.
- Highly collaborative approach, partnering skills and the ability to gain support and cooperation from others.
- Proven ability to develop and lead high performance teams and in the management of a diverse and complex workforce including demonstrated experience in the recruitment, support and supervision of staff.
- Demonstrated ability to resolve complex situations including conflict resolution that may involve psychological, behavioural and emotional issues.

Knowledge

- Solid understanding of funding structures and the NDIS.
- Knowledge of quality and compliance requirements across all services.
- Knowledge of relevant legislation, service standards and program guidelines as they affect service delivery in Disability services.

Experience

- Significant senior management experience within Disability or Aged Care services sector.
- Extensive demonstrated experience in human services, service co-ordination and service design.



Qualifications

- Qualification relevant to Care Management, Health or Aged Care or Business with substantial experience in the community services area or Business management in a related field.
- Extensive relevant senior experience supporting older people, people with dementia and/or people with disabilities to an equivalent standard.
- Qualification in Workplace Training and Assessment is desirable.

Other Requirements

- Current unrestricted Tasmanian manual Driver's license.
- Current Medication endorsement "Administration of Drugs in Non-Institutional Settings".
- Required to maintain a current Level 2 First Aid Certificate.
- Required to hold a Working With Vulnerable People Registration.
- Required to provide a satisfactory National Police Check.
- Provision of a satisfactory pre-employment medical and fitness report.
- Possess high level computer and keyboarding skills including Microsoft Office products, and email applications and the ability to acquire knowledge in other software applications.

IMPORTANT INFORMATION

- Prior to being appointed to this position you will be required to disclose full details of any pre-existing injuries or conditions that might be reasonably expected to affect your ability to perform the normal duties of this position. Such a disclosure will enable The Parkside Foundation to make reasonable adjustments to the work environment to ensure you work safely and productively.