

Position Description

OVERVIEW

Title	Group Services Manager – Northern Region
Department	Group Services
Reports To	General Manager Client Services
Location	Glenroy, with travel to other sites
Award and Classification	Social, Community, Homecare and Disability Services Award, Social and Community Services Employee,
Date	February 2022

PURPOSE

To ensure the delivery of high quality, responsive group learning and support services to participants attending Onemda campuses in the northern metropolitan region of Melbourne, and the proactive development of a culture committed to innovation and creativity, continuous improvement, safety and well-being.

PARAMETERS

Key Internal Stakeholders	CEO, Executive Management, Management teams and staff
Key External Stakeholders	Relevant partners, peak bodies, Government, participants and their families and carers

QUALIFICATIONS AND REGISTRATIONS

- Relevant tertiary qualification
- Desirable - qualification in Management or working towards a qualification
- Current Drivers Licence

KNOWLEDGE AND EXPERIENCE

- Knowledge and understanding of the principles of the Disability Services Act 2006, NDIS, the principles and function of the NDIS Quality and Safeguards Commission and associated accreditation standards and knowledge of other relevant legislation and compliance requirements.
- Understanding and experience in upholding quality safeguards for people with a disability and a sound knowledge of the Victorian Charter of Human Rights.
- Minimum 3 years' experience managing teams in the disability sector or other similar sector.

- Commitment to person centred practices, innovative service delivery and quality outcomes.
- Demonstrated experience with managing change.
- Demonstrated experience with developing cohesive, high performing teams.
- Proven ability to think innovatively, affect change and shape positive workplace culture.
- Commitment to quality assurance and continuous improvement.
- Knowledge of financial processes related to individual funding and budgets.

CORE SKILLS

Specialist Skills and Knowledge

- Exceptional leadership and mentoring skills.
- Ability to problem solve and identify creative solutions to challenging issues.
- Expertise in conflict resolution, complaint management and positive behaviour support.
- Demonstrated excellent interpersonal and negotiation skills, with the ability to develop relationships with a wide range of stakeholders.
- Ability to manage change.
- Experience in managing projects.
- Demonstrated excellent organisational skills with the ability to work both independently and collaboratively, meet deadlines and manage competing priorities.

Interpersonal Skills

- High level of interpersonal and communication skills (both written and verbal), including an ability to represent and negotiate on behalf of the organisation.
- Ability to work collaboratively across all areas of the organisation.
- Demonstrated ability to communicate effectively with persons with a disability, their family, staff and advocates.

MUTUAL COMMITMENTS

Equal Opportunity. Onemda is committed to being an equal opportunity employer, aiming to provide every employee with fair access to all workplace opportunities and benefits. In return, employees will treat each other fairly, without discrimination.

Diversity. Onemda welcomes and embraces diversity through providing safe, positive and nurturing environment which celebrates the rich dimensions and contributions of diversity of each individual.

Safety Screening. An offer of employment cannot be confirmed until the safety screening requirements have been conducted, assessed and clearance has been given.

The safety screening process incorporates the completion of the following:

- Criminal history check (crimcheck.org.au)
- Reference check (including, but not limited to, disciplinary action disclosure, confirmation of qualifications and training and an understanding of appropriate behaviors)
- Disability Worker Exclusion Scheme (DWES) check

Safeguards: Vulnerable people have the right to be and feel safe. Onemda has zero tolerance for any form of abuse.

KEY PERFORMANCE AREA	ACTIVITIES AND RESPONSIBILITIES
Group Service Management	<ul style="list-style-type: none"> • Lead and support a culture of continuous improvement ensuring participants and their families and carers receive outstanding, high quality, person-focused and safe services. • Oversee the effective management and coordination of the northern metropolitan region Group Services campuses. • Work with the General Manager Client Services and Executive team to develop and expand program directions and service diversity in line with Onemda's strategic priorities. • Consistently demonstrate the Onemda Values and uphold the positive culture of Onemda. • Identify and address any risks to the reputation, caring culture and ethical standing of the organisation. • Chair the Participant Review Working Group. • Undertake the role of Authorised Program Officer. • Contribute to strategic and business planning. • Participate in internal governance committees as required. • Facilitate and lead change where required. • Provide internal and external reports as required.
Participant Services	<ul style="list-style-type: none"> • Provide management oversight of Group Services ensuring these are delivered in a manner that maximises meaningful engagement, promotes the highest quality standards, are effective and efficient, and ensures the safety and well-being of participants. • Support Campus Coordinators with program scheduling and service delivery operations, ensuring participants are placed in group learning and support streams appropriate for their needs. • Ensure high quality and appropriate supports are provided to meet the wellbeing, health and behavioural needs of participants. • Ensure programs are structured to maximise the achievement of participant outcomes. • Encourage and support innovative thinking in the planning and delivery of services. • Liaise with parents/caregivers/advocates to ensure effective communication and the wellbeing of participants. • Manage all significant participant related issues and report sensitive or grievance issues to the General Manager Client Services. • Maintain oversight of intake and exit processes for Group Services participants in the northern metropolitan region ensuring KPIs and targets are met. • Track and analyse all aspects of service delivery and seek to align to best practice, ensuring consistency across campuses. • Ensure Onemda's service provision is in accordance with the principles of social justice and with respect for the dignity and human rights of all persons. • Ensure a high level of customer service is provided to participants and families by Group Services staff. • Obtain feedback from participants and staff, particularly their views on current service delivery. • Promote the work and role of the Onemda Council. • Participate in on-call roster. • Ensure effective and efficient rostering practices including staff and leave replacement.

<p>People & Culture</p>	<ul style="list-style-type: none"> • Ensure that Group Services staff complete mandatory training requirements. • Ensure that Group Services staff have opportunities for professional development, supervision and performance feedback. • Support Campus Coordinators in developing cohesive, high performing teams. • Set staff resourcing targets to ensure effective and efficient service delivery. • In collaboration with People and Culture Manager, resolve HR issues as required. • Ensure Group Services staff maintain all required participant records and outcome reports in accordance with relevant legislation and Onemda policies and procedures. • Ensure direct reports understand responsibilities, accountabilities and delegations. • Manage recruitment and on-boarding of new staff. • Mentor Campus Coordinators in performance management and ensure processes and procedures are followed in relation to staffing matters. • Maintain own professional development. • Work collaboratively with other internal teams. • Ensure Group Services staff are equipped with information, resources, and training required to work safely. • Embed a customer service, accountability and performance culture within Group Services.
<p>Finance & Business</p>	<ul style="list-style-type: none"> • Oversee Group Services budgets and manage resource expenditure in accordance with the Manual of Delegations. • Contribute to the development of Group Services budgets. • Report monthly on financial status of Group Services including commentary and analysis. • Ensure resources are used efficiently and effectively.
<p>Incident Management and Safeguards</p>	<ul style="list-style-type: none"> • Implement and monitor practice standards in line with the NDIS Quality & Safeguards Commission and best practice, including responsibility for policy development and implementation. • Promote an environment that has zero tolerance to abuse, neglect and violence towards people with a disability. • Oversee incident management for Group Services, including reporting, incident investigations and implementation of service delivery improvements.
<p>Compliance and Legislative Frameworks</p>	<ul style="list-style-type: none"> • Ensure Group Services staff adhere to Onemda's code of conduct, policies and procedures. • Ensure that Onemda is compliant with all relevant legislation, and embed Onemda's compliance and legislative frameworks into practice. • Ensure that Onemda is compliant with funding and service agreement obligations.
<p>Quality, Risk and Continual Improvement</p>	<ul style="list-style-type: none"> • Promote continuous improvement and a clear vision of quality in Group Services. • Identify and lead improvement opportunities. • Manage risks and issues arising in the course of service delivery. • Notify the General Manager Client Services of quality and risk issues as soon as practicable. • Ensure areas of improvement and/or non-conformance identified through internal and external audits are addressed in a timely manner.
<p>Stakeholder Management and Partnerships</p>	<ul style="list-style-type: none"> • Actively participate in relevant promotional activities and engender community interest in Onemda. • Develop networks and relationships within the sector, e.g., with other disability service providers, generic and health service providers, relevant health professionals, Local Area Coordinators, NDIA personnel, local council, funders, local community groups.

	<ul style="list-style-type: none"> • Ensure relationships with key stakeholders create opportunities for improved service offerings and foster an environment of inclusive for Onemda participants.
Project management	<ul style="list-style-type: none"> • Lead and actively participate in service improvement projects and new initiatives as required.
Workplace Health and Safety	<ul style="list-style-type: none"> • Comply with requirements of relevant Workplace Health and Safety legislation. • Work in a safe manner and adhere to safety instructions as outlined in the Onemda Association's Policy and Procedure Manual and Emergency Management Plan. • Participate in regular safety checks, including fire drills and contribute to the evaluation and review of such procedures. • Remain competent, physically able and informed in safe manual handling procedures. • Use program areas, vehicles, equipment and program materials in a responsible and careful manner. An employee must not intentionally or recklessly interfere with, or abuse anything provided at the workplace.
Other Activities	<ul style="list-style-type: none"> • Other activities and duties as reasonably directed.