

Location:

Based in Ballarat. Some travel to Melton required. Central Highlands and Western Metropolitan Regions.

Classification:

Individual contract.

Primary Objective:

Pinarc Disability Support provides a broad range of services across the lifespan to individuals and families. We strive to make a positive difference in people's lives by providing them with opportunities to maximise their potential.

Underpinning all customer services is an approach to service delivery that is committed to ensuring that customers, their families and carers are at the very centre of decision making in matters related to their support needs and life choices. Our commitment includes supporting and empowering Aboriginal and Torres Strait Island peoples, those from culturally and linguistically diverse backgrounds, those identifying as gay, lesbian, bisexual, transgender, intersex, and queer (GLBTIQ). We actively promote the safety of children.

The specific objectives for this role:

As part of Pinarc's leadership team, this position is responsible for leading and supporting a team of Allied Health, Early Childhood, Education and support staff. A strong focus of this position is ensuring service delivery target are met, and growth of Pinarc's position in the market.

Duties and Responsibilities:

Service delivery

- Lead the promotion and growth of services in new and emerging markets
- Actively participate in regional expansion through the use of technology for service delivery
- Identify and develop growth opportunities in a fee for service model
- Be accountable for the day to day operations of TES services
- Provide a high level of leadership and support for staff
- Provide leadership and support for service development and planning
- Provide leadership in contemporary practice
- Recruitment, selection and retention of staff
- Assist in the preparation of reports, submissions and tenders as required
- Ensure compliance with data collection and reporting requirements
- Represent Pinarc at relevant and statewide forums
- Implement agreed strategic directions of the team
- Ensure team meets agreed KPI's, budget and other targets as set by the Executive
- Actively promote the organisation and it's services, support staff to participate in Pinarc promotional activities (as appropriate). This includes but is not limited to: Social Media; developing marketing collateral; attending promotional and community events;

- networking
- Manage agreed clinical case load

Customer Service

- Actively initiate and contribute to continuous improvement and ensure that the program is compliant with funding body requirements. Including, report and act on complaints, identify and manage risks related to the program
- Be aware of and comply with Occupational Health and Safety systems and processes. Use safe manual handling principles in work undertaken for the role
- Ensure volunteers and staff are training in safe manual handling practice
- Recognise and support cultural and spiritual diversity of customers
- Maintain confidentiality of information received and given
- Participate in the Quality System to continuously improve services

Coordination

- Plan and coordinate team meetings
- Lead the TES intake and allocation meetings
- in collaboration with HR approve TES team student placements

Staff Supervision

- Provide regular supervision and support to staff and volunteers that creates a strong professional culture; including an annual review of employee goals and professional development needs
- In collaboration with Senior Clinicians develop and provide in-service professional development
- Evaluate external professional development requests from staff

Relationships

- Participate in team and other Pinarc meetings
- Actively participate in Leaders group discussions and meetings
- Share information from Leaders' meetings with staff
- Develop and maintain relationships with external community networks
- Foster professional working relationships across Pinarc program areas

Organisational

- Use organisational systems provided to support work practices, as required eg: Supportability, Outlook calendar, HR Kiosk
- Be aware of and comply with Pinarc Policies and Procedures available on dKnet and ensure staff compliance of same
- Work collaboratively, recognising contribution from all members of the team
- Actively participate in collaborating with the broader organisation
- Position represent the full range of Pinarc services to the broader community

Qualifications:

Degree in Allied Health discipline.

Experience:

- A minimum of 5 years experience in service provision.
- Experience in people-leadership and team management
- Demonstrated understanding of the needs of people with complex disabilities and their families/carers
- Experience in setting, meeting and reporting on KPI's (desirable)

Other Requirements:

- As a condition of employment a criminal record check is required, and reviewed every three years
- Victorian Working With Children Check
- Current Victorian Drivers Licence
- Check against the Disability Worker Exclusion Scheme
- Current registration with applicable Allied Health agency

Key Selection Criteria:

1. Demonstrated understanding of NDIS processes and ability to support families to understand their NDIS plan and negotiate service agreements
2. Demonstrate leadership skills that engender a spirit of collaboration within the team
3. Experience in providing clinical supervision
4. Experience in measuring and reporting on performance
5. Demonstrated experience in planning and implementation of minor projects
6. Demonstrated ability to review current processes with key stakeholders to establish streamlined best practice
7. Experience in effective management of programs budgets
8. Demonstrated experience in continuous quality improvement
9. Excellence in written and verbal communication skills
10. Demonstrated strategies to manage situations involving conflict
11. Experience in managing work practices for health and well-being of staff, compliance with OHS legislation

Reports To:

Executive Manager NDIS Services.

Accountability:

Accountable to the Chief Executive Officer through the Executive Manager NDIS Services.

Extent of Authority:

According to the Delegations of Authority Policy.

Summary of Specific Responsibilities

Be aware of and comply with the organisations policies, procedures and other associated documentation relevant to the role.

Employee/Volunteer Statement:

I have read, understand and accept the above Position Description for (Pi) Manager Therapy Education and Support Services.

Signed: Date: ... / ... /

Name:

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