

## Position Description

<b>Position Title</b>	<b>Manager Accommodation Services</b>
<b>Position Reports to</b>	Executive Manager Accommodation Services
<b>Position Leads</b>	Portfolio of House Supervisors/Team Leaders X 4
<b>Location</b>	29 Learmonth St, Alfredton, VIC 3350
<b>Employment Type</b>	Permanent, Full-time
<b>Last Updated</b>	May 2021

### Why are we here?

**Purpose:** We work with people to create a life that works for them.

**Our Vision:** To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

### How do we do this?



### What is your purpose?

The Manager Accommodation Services provides operational leadership and oversight for a portfolio of McCallum's accommodation and associated support services. The position is responsible for the provision of high-quality, person centred support to our residents, their carers and families. Responsible for the delivery of performance KPIs, this position also focusses on the growth of our people, team building and professional development of our residential workforce.

The role supports the delivery of Supported Independent Living (SIL) and Specialist Disability Accommodation (SDA) Programs and must ensure services are designed and delivered in accordance with service plans, contractual requirements and in alignment with the strategic direction of McCallum.

### How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
<b>Service Delivery</b>	<ul style="list-style-type: none"> <li>Support the House Supervisors / Team Leaders in ensuring a safe and positive experience for residents, their carers and families, and our employees</li> <li>Develop forums for the sharing of ideas and learnings between houses including at team and leadership meetings.</li> <li>Coach and mentor House Supervisors / Team Leaders to</li> </ul>

	<p>problem-solve and make decisions in the best interests of their residents and team and to deliver our Customer Strategy</p> <ul style="list-style-type: none"> <li>• Oversee the delivery of high-quality integrated services that meet the needs of residents, their carers and families, while meeting safety requirements.</li> <li>• Review the quality and delivery of residents NDIS goals and planning for residents.</li> <li>• Coordinate the management of residential vacancies in alignment with McCallum Policy.</li> <li>• Oversee the Accommodation response to major incidents and personal crisis of residents as required and coordinate the delivery of additional supports as required.</li> <li>• Prepare NDIS and other regulatory authority reports for Accommodation Services as required.</li> <li>• Provide subject matter expertise with regards to NDIS Accommodation Services into organisation projects</li> <li>• Coordinate student work experience placements</li> <li>• Participate in on call roster as determined by the Executive Manager Accommodation Services</li> <li>• Ensure fire safety requirements are reviewed and maintained in portfolio of houses.</li> </ul>
<b>Intake Administration</b>	<ul style="list-style-type: none"> <li>• Provide Cost Estimates, Service Agreements and Schedule of Supports using agreed templates and processes, based on information provided by the Customer Experience Team.</li> <li>• Send Cost Estimates, Service Agreements and Schedule of Supports to the Customer Experience Team for approval.</li> <li>• Upload NDIS documentation to SRS and corporate drives.</li> <li>• Complete SRS administration as it relates to Intake ( Pre-Admissions).</li> <li>• Liaise with Participants and their families and nominees to obtain consent and signatures for NDIS Service Agreements and Schedule of Supports.</li> <li>• Meet regularly and liaise with the Customer Experience Team and other Intake Administrators to ensure a coordinated approach. Be involved in other NDIS meetings as required.</li> </ul>
<b>Customer Experience and Quality</b>	<ul style="list-style-type: none"> <li>• Champion McCallum's Customer Strategy and imbed the importance of Customer Experience within the Accommodation Team.</li> <li>• Seek and report on customer feedback. Support the resolution of customer complaints and questions as escalated from the House Supervisors/Team Leaders.</li> <li>• Implement and champion our Quality Management System. Ensure our policies and practices reflect contemporary, evidence-based service approaches that meet legislative and regulatory requirements, particularly the National Disability Insurance Scheme, contributing to their development and review as requested.</li> <li>• Ensure Accommodation Services remain compliant with all relevant legislation and service agreements.</li> </ul>

	<ul style="list-style-type: none"> <li>• Respond promptly to external and internal quality audit recommendations and suggestions for improvement</li> <li>• Oversee the delivery of resident's Annual Plan review and ensure use of McCallum's outcomes framework.</li> </ul>
<b>Leadership and Collaboration</b>	<ul style="list-style-type: none"> <li>• Build collaborative networks to ensure that customer service delivery standards and performance metrics are achieved.</li> <li>• Work collaboratively across McCallum to ensure an integrated customer experience.</li> <li>• Lead and manage direct reports and develop a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect, and accountability.</li> <li>• Work collaboratively with the Accommodation and senior leadership team to identify, develop and implement key organisational plans, stakeholder engagement strategies and staff performance plans.</li> <li>• Champion the organisation within the community, attending stakeholder meetings as required and build collaborative networks.</li> <li>• Champion McCallum's code of conduct and values, acting in accordance with our policies and procedures at all times.</li> </ul>
<b>Finance and Business Development</b>	<ul style="list-style-type: none"> <li>• Oversee the delivery of portfolio's capital and operating budgets annually and regularly report progress.</li> <li>• Understand the NDIS funding framework including the role of Support Coordination and funding of Individual Plans.</li> <li>• Prepare, monitor and review SIL quoting. Review and design portfolio SIL rosters in line with SIL quote, ensuring consideration of safe rostering and industrial relations principles.</li> <li>• Input ideas for opportunities to grow and develop the Accommodation business in line with the strategic plan.</li> <li>• Input into grant funding opportunities available to support Accommodation Service initiatives.</li> </ul>
<b>Employee Experience</b>	<ul style="list-style-type: none"> <li>• Supervise the performance of House Supervisors / Team Leaders, coaching, mentoring and supervising direct reports to enable them to deliver set goals and KPIs.</li> <li>• Support the House Supervisors / Team Leaders in managing team conflicts as they arise and resolve issues that require escalation</li> <li>• Support the House Supervisors/Team Leaders with staff performance improvement and disciplinary matters.</li> <li>• Identify learning and development needs and opportunities for staff to ensure residents individual requirements are met and professional career growth.</li> <li>• Manage staff performance through effective goal-setting and performance appraisals.</li> <li>• Promote positive and safe work culture within the team, manage team conflicts as they arise and escalate when necessary.</li> <li>• In conjunction with the People &amp; Culture Team, support injured workers to achieve a timely and meaningful return to work and effective management of Workcover claims.</li> </ul>

	<ul style="list-style-type: none"> <li>• Contribute to Accommodation Services workforce planning, ensuring effective utilisation of current workplace and oversee effective, safe rostering practises.</li> <li>• Ensure staffing levels are controlled within current resources and levels of service activity.</li> <li>• Engage People &amp; Culture to develop contracts and variations.</li> <li>• Ensure daily shift vacancies are filled and houses are appropriately resourced to deliver services.</li> <li>• Approve employee timesheets for payroll.</li> <li>• Engage the People &amp; Culture team to support timely, values base recruitment and oversee orientation of new recruits.</li> </ul>
<b>Systems</b>	<ul style="list-style-type: none"> <li>• Support the administration of our SRS, LMS and Emplive for Accommodation Services.</li> <li>• Imbed continuous improvement practices and take a project management approach to the attainment of goals.</li> </ul>
<b>Self-care and professional development</b>	<ul style="list-style-type: none"> <li>• Participate in monthly feedback meeting with the Executive Manager Accommodation Services</li> <li>• Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored</li> <li>• Identify and seek appropriate resources to support your own health and wellbeing</li> <li>• Participate in wider McCallum projects and initiatives as required.</li> </ul>

### What do I need to be a success? (Attributes)

- Our customers are at the centre of everything that you do
- Quality, safety and risk management is paramount and will not be compromised.
- You are a consultative, collaborative and inclusive leader, decision maker and advisor.
- You achieve results. You are focused, work to a plan and deliver.
- You use clear, tailored, appropriate communication and use a variety of methods to share information.
- You build and maintain relationships with your colleagues, customers and stakeholders.
- You are a team player that actively participates and champions a supportive and values driven work environment.
- You understand that change happens for a reason, and have the ability to bring your team with you.
- You display a high level of personal integrity and professionalism, understanding your role in driving a positive organisational culture.

### Key Selection Criteria

Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:

- **NDIS Worker Screening Check Clearance**
- **Right to Work in Australia; and**
- **Current Drivers License.**

**Essential**

- Tertiary qualifications in a relevant discipline.
- Significant and proven experience with a record of achievement in managing the delivery of Health and Human Services.
- Demonstrated knowledge of the needs of people with disability including person centred approach, positive behaviour support and consideration of whole of life.
- Demonstrated effective people leadership including the management of workplace culture, performance, complaint and concerns.
- Proven capacity to deliver strategic objectives and operations with expertise in customer service execution
- Demonstrated experience in budget management and knowledge of financial principles.
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment with the ability to lead, supervise, coach, and develop employees.
- Demonstrated ability to critically analyse issues and develop and implement effective strategies and solutions that support McCallum's goals and values.
- Excellent communication skills including the ability to prepare high quality written reports, policies, action plans correspondence and other documentation as required.
- Exceptional interpersonal skills, with the ability to build credible relationships as well as negotiate and resolve conflict
- Demonstrated change management implementation experience.

**Desirable**

- Advanced knowledge of the NDIS and other relevant legislation, regulations, standards and industry trends.
- Experience in managing the delivery of disability support services
- Current professional networks that maintain and enhance industry knowledge and learning.
- Membership of relevant professional body

**Approval:**

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**CEO Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_