



Position Description – Disability Service Manager

Program	Day Program/Community Participation/community Support
Reporting to	Executive Manager, Disability Services
Reporting to this position	Disability Support staff, Volunteers, students
Location	82 Tangerine Street East Fairfield NSW 2165
Award/classification	Social, Community, Home Care and Disability Services Industry Award – Level 5
Working hours/conditions	Full Time, 38 hours per week, Monday to Friday. TIL for additional hours when required. PBI/FBT benefits
Vision	We support and empower people to overcome disadvantage and barriers to personal, social and economic growth by delivering inclusive and innovative services.
Mission	To work in partnership with the community, business and government, to strive for excellence in meeting the holistic needs of our clients through the provision of high quality supportive, recreational, cultural, sporting and welfare programs.
Values	Contribute to the establishment of an organisational climate that values quality customer service and strives to provide services to the communities of Fairfield Local Government Area (LGA) and South West Sydney Region which improve their financial, social and environmental wellbeing and ability to align individual objectives with the objectives and priorities of the organisation and displaying alignment with and promoting CFS values of Respect for all people, diligence, economy and efficiency, integrity and professional management.
Goals	To assist people to overcome barriers to participation in their community by: <ul style="list-style-type: none"> • Valuing and promoting the strengths and capacities of diverse communities • Providing quality services that respond to individual and community needs • Actively engaging in and advocating for community development • Creating sustainable opportunities for people development and growth
Organisational environment	Our main geographical focus is South West Sydney. Community First Step provides a wide range of community services to family, children, youth, women, and people with disability. Our programs are strength based, person centred. We work in partnership with the community and key stakeholders, to improve and enhance our clients/participants’ opportunities to social and economic participation and quality of lives.
Primary purpose of position	(i) Lead and manage the day to day operation of Disability Day Program in compliance with NDIS regulatory requirements and NSW Disability Service Standards framework (ii) Assist in the growth and expansion of CF Disability Services
Key outcomes and accountabilities	<ul style="list-style-type: none"> • Support the aims and direction of the organisation identified in the Strategic and Business Plans; • Develop best practice/high quality programs to enable individual participants reaching their potentials and effectively implement and measure program outcomes. • Ensure regulatory reporting and program/ organisational compliance requirements are adhered to at all times • Assist in budget preparation and ensure operations within approved budget • Provide regular supervisory support and training development to staff • Effectively work with other organisations to provide the best outcome for participants and their families/carers and the most efficient use of community resources and funding; • Address gaps/issues that impact negatively on participants and /or programs outcomes • Keep up to date with community information, professional accreditation, training and

<p>General duties</p>	<ul style="list-style-type: none"> • development as agreed with your manager; • Represent the organisation at external forums as agreed with your manager. • Leadership and Management <ul style="list-style-type: none"> ○ Plan, design and ensure delivery of deliver high quality person centred disability programs to all participants and their carers effectively with efficiency ○ Liaise with key stakeholders and Promote services to new participants ○ Implement CFS policies and procedures, Disability regulatory requirements and Disability Services standards • Collaboration and continuous improvement <ul style="list-style-type: none"> ○ Ensure programs are well researched and have outcomes and research embedded in their frameworks; ○ Promote a continuous improvement culture within and across team ○ Ensure all activities are reported in accordance with regulatory reporting framework and that outcomes are actively pursued and recorded. • Monitoring/managing risk in our workplace <ul style="list-style-type: none"> ○ ALL employees of CFS will be trained in our Code of Conduct, policies and procedures. Compliance is mandatory. ○ ALL employees of CFS are required to think on the job and if they become aware of any risk to clients/participants, colleagues, the public or CFS property must take steps to report and/or rectify the situation. ○ ALL employees must guard the reputation of the company well and represent the company professionally at all times.
<p>Key performance indicators</p>	<p>Key performance indicators are set at the annual appraisal for the following year. They may be changed from time to time as circumstances change. Any changes will be discussed with you.</p> <p>Your KPI's include:</p> <ul style="list-style-type: none"> • Work with the team to ensure that targeted outputs and outcomes of our programs are met on a monthly basis; • Work toward meeting targets in accordance with CFS strategic Plan • Facilitate training and support for staff to achieve team goals; • Actively promote a can-do, energetic and harmonious workplace; • Manage programs within budgets; • Ensure all client files, documents and reports are kept completely up to date; • Ensure all reporting is completed within reporting timelines and to the stated standards of quality; • <Insert individual KPI here> • <ditto>
<p>Knowledge skills and experience</p>	<p>The following attributes are ideal and highly desirable. Some are mandatory (and these are clearly identified), others are at the discretion of the organisation:</p> <ul style="list-style-type: none"> • Tertiary qualification in an appropriate field • Demonstrated skills and experience in the management of disability services • Excellent knowledge of community service networks and relevant legislation eg NDIS • Demonstrated skills and experience in working with a specific client group such as people with a disability, people from non-English speaking backgrounds, young people, people and families • Inclusive attitude (Mandatory) • Good communication and inter-personal skills (Mandatory) • Excellent time management skills • Excellent attention to detail • Demonstrated skills to plan, implement and evaluate programs • Current Working With Children (Mandatory or in progress) • Computer literacy • Current driver's license (Mandatory) • Must have a current First Aid Certificate (Mandatory)

No job description can be entirely comprehensive and the job holder will be expected to carry out such other duties as

may be required or directed from by any other Manager or Senior staff member of the organisation from time to time and are broadly consistent with the job description and status of the post within the organisation

Employee Agreement

A signed copy is to be retained by the employee and human resources.

I _____ have read and understand position description. As per my employment contract I agree to the requirements/content of this position description and will implement them accordingly. I understand the content and requirements of this document is not exhaustive and I may at any time be requested to carry out other such duties as directed by the Operations Manager and/or the Chief Executive Officer.

Signature: _____

Date: _____