



Operational Leader, Aspect Therapy POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title: Operational Leader	Location: Aspect Therapy (National Team)
Group: Aspect Individual and Community Services	Reports to: Regional Manager

Organisation Purpose

A different brilliant® - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family-focused & customer-driven	We are passionate about people, about being positive and about what's possible

Team Purpose

Aspect Therapy delivers a flexible, broad range allied health services that focus on the individual and family across NSW / ACT, Victoria, NW Tasmania and South Australia. Staff work with individuals, families and carers to build practical skills, increase knowledge and encourage positive social relationships within their community.

Position Purpose

This position will support and work with the Northern/Southern/Sydney & Surrounds Regional Manager(s) and the National Director, Individual and Community Services to lead Aspect's vision and strategy around people with autism and therapy services delivered in Australia. The primary purpose is to provide high level operational support to enable efficient and effective Therapy services that fit within financial parameters.

Location

This position is an itinerant role and as such travel across regions may be required from time to time. Working from your home and in the community is a requirement for the role. An Operational Leader may be required to support different regions as part of their role.

Outcomes

Key Result/Responsibility Area:	Requirements & Expectations	Success Indicators
Leadership & Strategy	<ul style="list-style-type: none">• Provide leadership to achieve:<ul style="list-style-type: none">◦ Aspect's strategic directions and the Program's goals◦ Optimal participant satisfaction and staff engagement in the specified region◦ Service development and growth◦ Financial success for their region◦ A strong reputation for Aspect and for the Program in the region• Support the Northern/Southern/Sydney & Surrounds Regional Manager in the development and achievement of services and the Aspect Therapy business plan• Provide staff with operational support and collaboration for day to day therapy operations• Provide staff with feedback regarding utilisation data and manage any performance issues alongside Practice Leaders and supported by (Professional Discipline) Supervisors	<ul style="list-style-type: none">• Achieves positive financial outcomes in their region – reported on in fortnightly/monthly Operational meetings• Regional Therapy staff achieving positive operational outcomes in their role, and plans implemented when staff require additional support.
Operational & Financial Management	<ul style="list-style-type: none">• Operate within approved budgets and financial delegations for the specified region.• Provide timely and accurate monthly financial reporting data for their region and feedback on staff utilisation rates to all members of the leadership team, including Practice Leaders and (Professional Discipline) Supervisors to support selection and recruitment of staff• Flexibility to work within Salesforce (Client Management System) and guide and implement processes and procedures• Alongside the Logistics Administrator, review and develop solutions around rejected billing• Monitor and follow up cancellations• Monitor and follow up staff absences• Monitor and follow up uncompleted sessions• Monitor and follow up travel and admin in Salesforce to support	<ul style="list-style-type: none">• Positive staff and region utilisation rates• Support budgets and plans utilised effectively• Rejected billing report cleared weekly• Improving cancellation data (billable vs non-billable)• Staff consistently rostering sessions ahead of time• Staff sessions are completed by Friday each week and no outstanding sessions at the end of the month• Staff are consistently billing for

	<p>consistent billing processes</p> <ul style="list-style-type: none"> • As required enter and update service bookings in the portal • As required set up plans, support budgets and work orders in Salesforce • Provide administrative support to staff regarding day to day therapy operations to ensure they are aware of utilisation targets and operational expectations • Collaborate and work alongside the Logistics Administrator to ensure rostering requests are communicated in a timely manner and staff rosters are always projecting forward to maximise efficiency • Manage service resources - both human and technology - in the specified region 	<p>travel and admin</p> <ul style="list-style-type: none"> • Proactively recruiting staff to meet service demands • Aspect Therapy is financially sustainable
Service Quality & Customer Service	<ul style="list-style-type: none"> • Manage new enquiries, ensure service calls are completed within the 10 - 14-day KPI and allocate calls to other staff who have completed the service call training and have the capacity to assist • Manage region opportunities and waiting lists • Maintain transparent communication with participants on the waiting list • Manage recruitment to support waiting lists • Alongside the regional leadership team support the implementation of innovative programs and services to reduce wait times for participants. • Allocate service users to staff in a timely manner • Collaborate with the Practice Leaders (and (Professional Discipline) Supervisors if necessary) to ensure new service users are matched to Therapists • Monitor the allocated report to ensure therapists have responded to new allocations in a timely fashion • Review and respond to internal feedback from Aspect staff as required • As directed by the Regional Manager, review and respond to feedback from service users and families through the NPS data as well as incidental feedback • Maintain clear records in Salesforce of any client related contact with participants, families/carers or other key stakeholders 	<ul style="list-style-type: none"> • Service calls completed within agreed time frames • Aware of wait list numbers and wait times and comes up with positive solutions to manage the waitlists • Proactively recruit staff to manage waitlist demands • Enquiries are converted and allocated to staff in a timely manner • Clients matched to staff skills – feedback through Discipline Supervisors and Practice Leaders • Positive client feedback – NPS, exit data, Riskman entries • Riskman entries acted within 4 hours and responded to within 48 hours – including distributing incident via Riskman to Supervisors when required • Pass NDIS audit

	<ul style="list-style-type: none"> • Review and follow up Riskman entries (operational focus) and coordinate quality improvement projects as appropriate • Ensure services are delivered in accordance with Aspect policies and meet NDIS quality standards and Disability Standards • Support the National Manager and Regional Managers in the preparation, review and follow up of audits 	
Employee Engagement	<ul style="list-style-type: none"> • Recognise and celebrate staff within regions who are performing well against their KPIs • Alongside the regional leadership team, lead team building activities to support employee motivation and engagement • Alongside the regional leadership team, identify staff within the region who are aspiring leaders and support opportunities to grow their knowledge and skills • Offer regular operational support and supervision to regional team members • Alongside Practice Leaders and (Professional Discipline) Supervisors if necessary, support the planning and implementation of the new graduate program and induction program • Support the Practice Leaders (primarily) and (Professional Discipline) Supervisors to identify and address staff performance issues that may relate to utilisation and or quality • Engage with the HR Business Partner as required to support staff performance • Manage leave requirements for Therapists and (Professional Discipline) Supervisors (and reallocate cases as required to match attendance and avoid cancellation), review and approve Aurion and Expense Manager claims 	<ul style="list-style-type: none"> • High staff performance recognised and celebrated - rewards and recognition evident in the region • Positive feedback from new starter survey and relevant action taken to address concerns / challenges • Positive feedback through staff VOICE engagement survey and the Pulse check in survey • Action is taken to support poor performing staff – supports plans are in place • Aurion and EM claims approved weekly
Relationships and Stakeholder Engagement	<ul style="list-style-type: none"> • Collaborate with all members of the Aspect Therapy leadership team, including the Practice Leaders, and (Professional Discipline) Supervisors to support optimal service delivery • Work in close collaboration with the Customer Experience Team to ensure all enquiry information is up to date • Work in close collaboration with the HR team to support attraction, recruitment and retention of staff • Work in close collaboration with the finance team to ensure regional services are sustainable • Build and maintain strong collaborative relationships with local 	<ul style="list-style-type: none"> • Engage in regular collaboration with Practice Leaders, Regional Managers and Discipline Supervisors • Increased referral pathways into regions (tracking who makes referrals – families, services with whom we've established relationships) • Evidence of contact with regional

	<p>services in your region and provide information to staff regarding services and what they can offer</p> <ul style="list-style-type: none"> • Build and maintain strong collaborative relationships with Local Area Coordinators (LACs) and NDIS Early Childhood Partners in their region • Build relationships with any other relevant funding bodies and service providers 	<p>services including NDIS, LACs and NDIS Early Childhood Partners</p>
Safeguarding the People, We Support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:</p> <ul style="list-style-type: none"> • Follow safeguarding guidelines as outlined in Aspect's <i>Safeguarding the People We Support</i> policy and Code of Conduct. • Demonstrate a duty of care to students/participants • Treat students/participants with dignity and respect • Complete mandatory Safeguarding and Child Protection training and implement into day to day operations and practice • Be vigilant and maintain a heightened sensitivity to recognising signs of abuse, neglect or exploitation and escalate/report those signs/concerns • Escalate/report other staff practices which deviate from policy/procedure • Adhere to students/participants' individual plans recognising their personal needs, choices and control 	<ul style="list-style-type: none"> • Demonstrated evidence (eg. S&S records & Riskman) that issues and concerns are escalated / reported to supervisor / manager • Completion of Safeguarding and Child Protection on-line training modules for self, Supervisors and all staff. • Personal commitment and day to day demonstration of competency in safeguarding
Work, Health & Safety Requirements	<ul style="list-style-type: none"> • Implement Aspect's WHS strategy across the Program. • Take reasonable care of the health and safety of self and others and cooperate in efforts to comply with work health and safety requirements. • Comply, so far as reasonably able, with any reasonable instruction that is given to allow compliance with legislative requirements • Report unsafe conditions or practices, and make suggestions to management on improving work, health and safety at Aspect • Exercise duty of care to maximise the health, safety and welfare of families and participants using the Program and ensure they are treated with dignity and respect • Complete any necessary Risk Assessments for group program 	<ul style="list-style-type: none"> • Injury rates are low or negligible • Incident forms and safety risks are forwarded on time to the WHS Consultant • RTW plans are in place for any injured employee • WHS matters are included as part of regular meetings • Identified hazards, issues or risks are evaluated and appropriate management controls applied

	or new locations that are to be used. <ul style="list-style-type: none"> • Participate in the staff consultation process about work health and safety matters and contribute as required to decisions affecting staff health, safety and welfare. 	
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PART B: POSITION CRITERIA

Position Criteria	Capabilities	Collaboration	<i>Working effectively with others in the organisation to accomplish goals and to obtain information</i>
		Sensitivity	<i>Taking actions that indicate a consideration for the feelings and needs of others; being aware of the impact of one's own behaviour on others</i>
		Planning and organising	<i>Establishing a course of action for self and/or others to accomplish a specific goal; planning appropriate allocation of resources</i>
		Motivational fit	<i>Sharing the organisation's mission, vision and values, mode of operation and working within the Strategic Plan and unit Action Plan</i>
		Technical / professional knowledge	<i>Having achieved a satisfactory level of technical and professional skills/knowledge in job-related areas; keeping abreast of current developments and trends in areas of expertise</i>
		Tolerance for stress	<i>Maintaining stable performance under pressure and/or opposition (such as time pressure or job ambiguity); resilient attitude, adaptability to change</i>
	Knowledge & Experience	<ul style="list-style-type: none"> • Demonstrated high level of expertise in the delivery of evidence informed therapy services to people on the autism spectrum • Demonstrated ability to work with individuals with autism and their families • Demonstrated ability to provide operational support to staff • Demonstrated ability to work independently • High level of interpersonal and written communication skills • High level organisation and time management skills • Demonstrated ability to problem solve and analyse data • Demonstrated capacity to operate effectively within the Aspect Leadership Framework which addresses four focus areas: <ul style="list-style-type: none"> ○ <i>People, teams and relationships</i> – how we work with and through people to achieve 	

		<p>our goals</p> <ul style="list-style-type: none"> ○ <i>Self-leadership and professionalism</i> – how we behave and model personal effectiveness ○ <i>Vision and outcomes</i> – how we look to the future while keeping an eye on what is happening now ○ <i>Adaptive leadership</i> – how we lead through challenge, change and uncertainty
	Qualifications/Job Requirements	<ul style="list-style-type: none"> ● Relevant tertiary qualifications (OT, SP, PSYCH, Special Educator, Social Work) ● Eligible for registration and membership of relevant professional organisation (OTs and Psychologists to be registered with AHPRA) ● NDIS Worker Screening Check clearance ● Working with Children Check WWCC (for relevant state) appropriately cleared ● Completion of NDIS Worker Orientation Module ● International Police Check (IPC) if relevant ● Responding to Abuse and Neglect (RAN) certificate (SA staff only) ● Valid driver's licence and willingness to travel as required

PART C: APPROVED BY

Position Profile approved by: Rachel Kerslake, National Director, Individual and Community Services, Aspect Therapy