

SOUTH BURNETT CTC INC

POSITION DESCRIPTION

ASSISTANT MANAGER GUMNUT PLACE

Position Type	Full Time (38 hours per week) – flexibility and accountability in how these hours are worked to meet the needs of participants – the spread of hours per weekday can range between 6.00am and 8.00pm
Program	Disability Services
Location	22 Gore Street, Murgon
Reports To	Service Manager – Disability Services
Headquarters	South Burnett CTC Inc, 6 Cornish Street/PO Box 490, Kingaroy 4610
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS) QCSCA Transitional Pay Equity Order (TPEO) Level 6 (\$49.07 per hour) or 7 (\$53.07 per hour) depending on experience and qualifications + salary packaging

Broad Outline of South Burnett CTC Inc (CTC)

South Burnett CTC Inc (CTC) is a not-for-profit community organisation providing support to disadvantaged people of all backgrounds and ages in areas including Foster Care, Youth & Family Services and Disability Services. We provide a range of services through the South Burnett area with teams operating from Kingaroy, Wondai and Murgon.

Broad Outline of Position

The Assistant Manager for Gumnut Place will be responsible for supporting the Service Manager in ensuring the effective holistic management of all business units within the social enterprise. They will also be responsible for guiding Business Coordinators and the support team in delivering personalised, quality employment support within funding guidelines to supported employees and volunteers.

Attributes required to meet the responsibilities of the position

Qualifications/Industry Experience/Licences

- Experience and/or qualification in disability services, community services, social work, business management or related disciplines
- Demonstrated experience working with the NDIS frameworks and understanding of compliance, standards, processes and reporting
- Knowledge of NDIS accreditation standards and legislation is desirable
- Sound understanding of the requirements for NDIS service delivery (including group activities, capacity building and employment)
- Demonstrated knowledge and experience with providing formal supervision and leadership to a team that promotes staff growth and wellbeing, including coaching, mentoring and motivating teams
- Excellent attention to detail and process management skills with the ability to reconcile a range of services
- Excellent interpersonal, verbal and written communication skills, with the ability to develop and maintain professional working relationships with a range of internal and external stakeholders and deliver exceptional customer service
- Proven experience in contributing to the establishment, review and continuous improvement of policies, practices and processes
- Commitment to working with and supporting people with a disability
- Queensland Open Driver's Licence
- First Aid and CPR certificates

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Screening

- Working with Children Blue Card
- NDIS Worker Screening Check
- Ability to meet and maintain any other current or future legislative benchmark requirements

Cultural Awareness

- Ability to respond in a culturally sensitive way to all stakeholders of the service
- Ability to uphold cultural protocols and maintain community support
- Experience working with Aboriginal and Torres Strait Islander peoples and culturally and linguistically diverse cultures is desirable

Time Management and Accountability

- Time management and IT competency to ensure all assessments, case notes, home visits, training, departmental meetings and other responsibilities/deadlines are met and to ensure that participant files are kept up to date within the required timeframe on a database

Availability and Flexibility

- Flexibility to adjust hours when required to meet the needs of the service
- Availability for occasional pre-planned out of hours work/weekend events

Responsibilities of the Position

A broad outline of the responsibilities position includes:

- Oversee and support the organisation's delivery of business and employment within Gumnut Place
- Direct supervision with support from the Service Manager for all staff including Business Coordinators, Support Workers, Supported Employees and Volunteers
- Oversee and support Business Coordinators in completing goals as compiled in Supported Employees' Employment Assessment Plan (EAR)
- Progressively manage and compile with support from the Service Manager the Employment Program of Support (EPS) for Supported Employees as required for NDIS reviews
- Develop and implement business opportunities to actively assist NDIS participants to achieve their goals
- Develop and maintain website, business planning, marketing, media and advertising in conjunction with Service Manager
- Undertake best practice case management and implementation of plans for complex participants including liaison with internal and external stakeholders as part of a multi-disciplinary team
- Actively participate and engage in cross program and clinical governance processes
- Support the Service Manager and Business Coordinators to manage budget utilisation, schedules of support, service bookings and liaise with the Finance team when required to reconcile participant's NDIS plans and invoices
- Support the Service Manager and relevant staff with rosters, timesheets and leave
- Build relationships and maintain effective communications with stakeholders including Supported Employees, their families/carers, business customers and Government Departments
- Support the Service Manager with ensuring incident and WHS reports are actioned within required timeframes and all recommendations and follow up actions are finalised
- Work with the Service Manager and Human Resources team to plan and implement recruitment processes and opportunities for staff training including appropriate funding availability in NDIS Plans prior to recruitment

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- Critically interpret documents and disseminate information to staff and stakeholders in relevant and practical forms
- Advocate for and represent CTC in the local community and more broadly with key stakeholders
- Undertake other relevant duties as required and directed by the Service Manager

Staff Management/Leadership

- Model the organisation values, provide guidance and direction to teams to ensure the principles of good practice are being implemented and maintained
- Implement, maintain and support a positive workplace culture and safe work environment that promotes and inspires a participant focussed and continuous improvement philosophy
- Treat all staff with equity and encourage initiative and the opportunity to give feedback without the fear of retribution
- Promote and model appropriate personal and professional boundaries

Participant Management including record keeping

- Work with the Service Manager and team members to ensure that record keeping is consistently kept to a high standard
- Work closely with the Finance Team to ensure that claims and financial processes are effectively and efficiently processed

Responsibilities as a CTC Staff Member

- Have knowledge and understanding of the organisation's mission and vision and contribute to the success of the organisation in its entirety
- Be an effective member of the Disability Services Team as well as all other CTC Teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment at all times
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required
- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/ Acts/Guidelines and other documents/standards including the:
 - Human Services Quality Standards
 - NDIS Practice Standards
 - Qld Human Rights Act
 - CTC Staff Code of Conduct
 - NDIS Code of Conduct Code
 - CTC Code of Conduct for Working with Children and Young People

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Performance Support and Reviews
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- Regular support and supervision with the Disability Services Manager
- External supervision as required
- Performance will be reviewed within an initial 6-month probation period and then on an annual basis according to the details of this and any revised position descriptions

Confirmation of Understanding and Agreement with the Position Description
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I understand:

- the requirements of the position and agree to the terms and conditions as set out above
- that more detailed responsibilities and duties will be discussed in line with the requirements of the organisation and broadly consistent with the role

STAFF MEMBER NAME: _____

STAFF MEMBER SIGNATURE: _____

DATE: ____/____/____