

Position Description

Position title:	Quality Service Manager
Location:	Office based - mobile across service areas
Reports to:	Operations Manager
Directly manages:	Support Worker Teams including Support Workers (SWs) and Quality Service Leads (QSLs)
Other Key Relationships:	Specialist Services; Practice Leaders; Team Members of Customer Engagement, Finance and Business Development and Workforce Development; Government and Non-Government Stakeholders.

Purpose

The Quality Service Manager is responsible for managing the delivery of quality services that support customer safety, wellbeing and achievement of goals

Primary Responsibilities

Inspires Quality Customer Service

- Supports QSLs and SWs to ensure customer outcomes are met
- Ensures appropriate processes are in place and actioned to keep customers safe
- Seeks and acts on customer feedback resolving low to medium risk issues and complaints
- Leads application of person-centred practices, active support and ordinary life principles

Manages and Develops People

- Provides clear direction and role expectations to SWs and QSLs
- Coaches SWs and QSLs
- Identifies and manages staffing requirements
- Manages performance including, dealing with unacceptable performance
- Acknowledges good performance
- Engages and leads teams to achieve their outcomes

Engages Others

- Builds relationships with key internal and external stakeholders
- Collaborates and ensures necessary information is shared
- Plans and undertakes simple negotiations
- Models equal and fair treatment and opportunity for all

Applies a Business Mindset

- Initiates team plans that contribute to achievement of Cara's vision and goals
- Manages customer and service finances
- Manages day to day risk, models quality practice and drives compliance
- Encourages ideas and feedback to identify and implement service improvement within and across services
- Role models being a brand ambassador

Exemplifies Personal Drive, Integrity and Cara's Values

- Translates Cara's values into day to day practice for self and staff
- Uses data and other evidence to make decisions
- Undertakes self development

Qualifications and Experience

- **Essential**

Experience

- Developed experience working in service environments that require a high degree of problem solving and professional collaboration.
- Significant experience leading teams to deliver high quality customer services
- Demonstrated skills and capability using IT systems to document individual support needs, report incidents and to communicate effectively with other staff members and stakeholders.
- Demonstrated experience building relationships with key stakeholders

Qualifications

- Degree qualification in Disability, Health, Human Services, Allied Health discipline or a related field (Waived for applicants under the 2020 transition program).

OR

- Minimum Certificate IV in a Disability or related qualification **AND**
- Minimum Certificate IV in Leadership, Management or related qualification (Waived for applicants under the 2020 transition program).

- **Desirable (but not essential)**

- Qualifications relating to management or leadership.

Experience

- Significant experience delivering Customer Service within social service or health related settings.
- Understanding of the NDIS and Quality and Safeguarding
- Experience and/or knowledge of Social Justice issues.
- Experience leading teams located in varying geographic areas
- Experience leading person-centred practice
- Experience with continuous improvement methodologies

Qualifications

- Qualifications in Leadership, Management, Frontline Management or Business or a related discipline.

Essential conditions

- Satisfactory screening relevant to the contemporary needs of the organisation and the role (e.g. NDIS, DHS, DCP)
- Current Driver's Licence;
- Theory and competency-based training as deemed required is completed and maintained
- Some out of ordinary office-hours work (including Emergency Response), occasional intra and interstate travel is required.

QUALITY SERVICE MANAGER - Key Result Areas (KRAs)

Inspires Quality Customer Service	<ul style="list-style-type: none"> • Customer and service contract conditions and customer preferences are met • Positive relationships are developed and maintained with customers and their families/guardians • Feedback is proactively sought and issues and complaints are resolved or escalated • Cara's customer management system is populated fully with all relevant customer information and relevant documents attached • Sensitive customer information is kept secure • Collaborates with others to seek funding in a timely manner to meet changing customer goals and support requirements • Service delivery is person centred and based on customer choice, control and active participation in all aspects of their lives • Appropriate processes are in place to keep customers safe • Customer entry and exit are supported • Set up of new services is supported
Manages and Develops People	<ul style="list-style-type: none"> • Standards and goals for SWs and QSLs are in place and monitored • Team plans that contribute to the achievement of organisational strategic goals are achieved • Team behaviours that facilitate effective team work are role modelled • Good performance of all teams and individuals is recognised and acknowledged • SWs and QSLs are engaged in the Performance Development Plan (PDP) process • Documentation relating to staff management issues including performance issues (performance improvement plans), recruitment, WHS and Return to Work processes is in place in accordance with organisational procedures • Identifies staffing requirements and collaborates with Workforce Planners and Recruitment to ensure customer and service needs are met • New staff are inducted in a timely manner • Emerging leaders are identified and mentored • Ongoing learning and development is supported • Service staff have the required skills and competencies to meet individual customer needs and regulatory compliance • Service staff are up to date with WHS and other mandatory training requirements and gaps are addressed • Teams have a positive team culture grounded in Cara's values • Conflict within teams is identified and resolved • Regular team meetings are held
Engages Others	<ul style="list-style-type: none"> • Verbal and written communication is succinct, enhanced and thoroughly developed • Timely reports are provided in response to scheduled or as required needs • Customer needs are properly and professionally presented when engaging with external stakeholders such as Local Area Coordinators, SACAT

	<ul style="list-style-type: none"> • Positive relationships with key customer and sector stakeholders (e.g. Community, health, education, NDIS, LSA and DCP) to optimise customer outcomes are in place • Information provided to stakeholders to support customers is accurate and professional • Works collaboratively with others (within Cara and external) to meet customer's outcomes • Adherence to Equal Opportunity legislation • Staff understand the value of cultural diversity
Applies a Business Mindset	<p>Strategic Awareness</p> <ul style="list-style-type: none"> • Contributes towards organisational strategic and operational planning <p>Planning</p> <ul style="list-style-type: none"> • Monitors rosters daily to ensure staffing meets customer service agreements, collaborating with other departments to develop solutions <p>Finance</p> <ul style="list-style-type: none"> • Ensures customer and service finances are managed according to Cara finance policies and procedures • Maintains expenditure within budgets • Approves expenditure and petty cash in accordance with delegations • Undertakes monthly service and customer finance reconciliations • Liaises with the Public Trustee and develops customer finance agreements with customers and families • Monitors funding agreements • Submits procurement requests for households in line with delegation and service arrangements • Safeguards and maintains Cara's financial, physical and intellectual assets within the service areas <p>Governance</p> <ul style="list-style-type: none"> • Develops and implements action plans to address internal and external audits and incident investigation findings • Maintains a healthy and safe workplace <p>Brand Promotion</p> <ul style="list-style-type: none"> • Effectively promotes Cara's service offerings <p>Innovation and Change</p> <ul style="list-style-type: none"> • Analyses service performance and applies continuous improvement principles to ensure that service delivery continually meets quality and safeguarding standards • Supports Cara's continuous improvement processes • Engages staff to ensure change is effectively managed at the local level
Exemplifies Personal Drive, Integrity and Cara's Values	<ul style="list-style-type: none"> • Makes timely decisions using evidence and data • Escalates decisions outside of delegated authority • Seeks feedback and learning opportunities • Acts in accordance with Cara's values • Participates in professional development activities