

Position Description

Position title:	Specialist Services Manager
Location:	Office based - mobile across service areas
Reports to:	General Manager
Directly manages:	Specialist Services Facilitators/Developmental Educators
Other Key Relationships:	General Managers, Service Managers, Team Leaders, Practice Leaders, Community Support Workers, Cara Connect, Finance and Business Development, Customer Engagement, Workforce Development, ICT Department, Government and Non-Government Stakeholders.

Purpose

The Senior Specialist Services Facilitator is responsible for ensuring the delivery of tailored, quality and efficient services that support customers to attain their goals.

Primary Responsibilities

Quality and Compliance

- Ensure that service provision enables customers to have choice and control, achieve their goals and optimal quality of life.
- Ensure all service specific contract conditions are adhered to and all services provided continually meet the NDIS Practice Standards, safeguarding standards, quality frameworks; and other funder requirements, legislation and regulations.
- Ensure effective management of human, financial and material resources to maximise customer service and outcomes for customers, staff and Cara.
- Apply continuous improvement principles to ensure that customer action plans are implemented to prevent and address gaps from internal and external audits, reportable incident actions, other safeguarding requirements and quality requirements.
- Ensure effective risk management and compliance with Cara's Policies and Procedures.
- Ensure compliance with finance and business procedures within set timelines.
- Apply a data driven, empirical and evidence based approach with all problem solving requirements.
- Work collaboratively across Cara services to build service and organisational capability to support customers to achieve their identified needs and goals.
- Provide timely advice to the General Manager Operations, Quality and Safeguarding Team and Executive Manager Operations regarding risks to customers and staff.
- Report monthly or as required to the General Manager, Operations.

Customer and Family Engagement

- Consistently apply a contemporary attitude and approach to disability including person centred practice, active support, positive behaviour support and ordinary life principles.
- Assess, develop, implement, evaluate and lead strategies and programs designed with and for customers that maximise independence and achievement of identified goals, including Positive Behaviour Support Plans, restrictive practices and tailored Person-centred supports.
- Actively build positive relationships by providing and responding to feedback in a timely manner from customers and key support networks in line with relevant Policies and Procedures.
- Demonstrate excellent interpersonal skills and maintain effective and responsive communication between customers and key support networks.
- Facilitate customer decision making and lifestyle choices, enabling them to take control of their own lives and increase independence.

Staff Support

- Coordinate Referrals and Price Estimates within agreed timeframes.
- Assign and manage team caseloads, including own caseload as required.
- Work collaboratively with staff to assess and strengthen their capability to work effectively with customers through observation, discussion, modelling of strategies and coaching.
- Provide clinical supervision to Specialist Services Facilitators.
- Facilitate and manage effective staff performance through professional development, performance development plans and performance management where necessary.
- Develop, monitor and review practical plans, programs and strategies that service based staff are able to implement to meet customer needs.
- Approve plans and reports produced by the Specialist Services Team.
- Forecast, establish and maintain appropriate staffing to meet service requirements.

Stakeholder Engagement

- Provide skilled specialist advice, guidance and direction to internal and external stakeholders including customers, their families, guardians, support networks and Cara staff.
- Build partnerships and relationships with other agencies and professionals to encourage and support best practice service delivery.
- Ensure customer needs are properly and professionally presented when engaging with external stakeholders.

Business Development and Management

- Support the development and growth of referrals to the Specialist Services Team.

- Oversee service booking, billing and financial processes with relevant internal teams.
- Contribute to the development of budgets; monitor and control expenditure in accordance with the budget and financial KPI's.
- Review cost drivers associated with service delivery and provide efficiency recommendations to the General Manager.
- Identify and research opportunities for the development of new services that align with Cara's Strategic Goals.
- Contribute to business cases, tenders and funding applications in collaboration with the General Manager and other departments.
- Establish new services in accordance with Cara policy and procedures.

General Position Responsibilities

- Ensure that all verbal and written communication meets professional standards.
- Maintain a professional approach in the workplace by adhering to Cara's values and goals and upholding NDIS Practice Standards and Industry Codes of Conduct.
- Maintain and demonstrate a commitment to customer service by supporting Cara's continuous improvement processes and modelling expected behaviour in a customer service focused environment.
- Constructively contribute towards Cara's organisational and operational strategic objectives.
- Work collaboratively to innovate and deliver customer outcomes consistently and efficiently.
- Provide timely reports and customer specific documentation in response to scheduled or as required needs.
- Manage multiple tasks and deliver results with minimal supervision and within established timeframes.
- Engage in professional development activities as required to maintain professional and technical knowledge and competencies.
- Maintain customer confidentiality and protect operations by ensuring sensitive information is kept secure.
- Maintain a culturally aware and sensitive profile with Cara's customer base by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity.
- Actively engage in the Performance Development Plan process;
- Maintain a healthy and safe workplace by:
 - taking reasonable care to protect own safety and that of others whilst at work
 - adhering to Work Health Safety policies and procedures
 - using and maintaining equipment provided for health or safety purposes
 - not being affected by consumption of drugs, alcohol or any other type of illicit substance and comply with all relevant Policy and Procedures
 - actively supporting any colleague who may injure themselves at work.

- Maintain Equal Opportunity (EO) principles in the workplace by adhering to EO legislation and relevant Human Resource policies.
- Comply with all reasonable and lawful management directions.
- Adhere to the Specialist Services Team Key Performance Tasks.

Qualifications and Experience

- **Essential**

- Bachelor of Disability and Developmental Education, Occupational Therapy, Psychology or equivalent.
- Demonstrated skills and experience in the development, implementation and review of Positive Behaviour Support Plans, strategies and restrictive practices.
- Approved Practitioner (or eligible for approval) with the NDIS Quality and Safeguarding Commission.
- Eligible for Professional Registration aligned to Qualifications.
- Sound knowledge, skills and experience in the disability sector including evidence of ongoing professional development.
- Excellent written, verbal communication and interpersonal skills.
- Ability to produce high quality customer progress reports and support plans as required by the NDIA.
- Demonstrated skills and capability to use IT systems to document individual support needs, report progress, support customer bookings and billing, report incidents and to communicate effectively with customers, other staff members and stakeholders.
- Ability to exercise a degree of autonomy.
- Ability to demonstrate initiative and innovative thinking.
- Proven ability to manage a demanding caseload, meet timelines, maintain organisational data and achieve organisational KPIs.
- Ability to manage staff performance
- Proven ability to develop and maintain effective working relationships within an organisation and externally.
- Ability to successfully lead change management processes.
- Ability to demonstrate initiative and innovative thinking.
- Ability to identify and develop service initiatives and opportunities.

- **Desirable (but not essential)**

- Post graduate qualifications in disability or allied health related discipline.
- Significant knowledge and experience working within the NDIS framework.
- Experience in supporting people living with complex disabilities in community settings.
- Experience working with people living with a history of trauma.
- Experience providing a Therapeutic Model of Support.
- Experience delivering recovery-oriented mental health supports.

- Experience working with individuals living with Autism Spectrum Disorder, personality disorders, dual disability and/or mental health.
- Well-developed public presentation skills.
- Certificate IV in Training and Assessment or equivalent.
- Experience in training in the disability sector.

Essential conditions

- Satisfactory Department of Human Services (DHS) Disability Services Employment Screening and DCSI Child Related Employment Clearance;
- Current Driver's Licence;
- Training Completed (can be provided by Cara)
 - Child Safe Environments
 - Provide First Aid
 - Manual Handling;
 - Other theory and competency based training as deemed required.
- Some out of ordinary office-hours work, occasional intra and interstate travel as required.