

POSITION: SENIOR MANAGER

AWARD/AGREEMENT: Salary

REPORTING RELATIONSHIPS: Reporting directly to the State Leader, Customer Service

The purpose of this role is to provide effective leadership and engagement across our staff, customers and their communities within a region or hub. The focus of this role is to support teams delivering high quality service, and to coordinate business development, local stakeholder engagement and community brand awareness.

DUTIES AND RESPONSIBILITIES:

1. Support local customer service delivery teams in providing the necessary services to our customers
2. Lead and generate local community engagement and relationship development through effective stakeholder connections, business development activities and opportunities to build local brand awareness (via local area marketing)
3. Lead and coordinate customer service planning and existing customer service review cycles and activities for new and renewal periods
4. Support local teams in the monitoring and review of customer outcomes and goals through reflection and support, practice reviews and service check-ins.
5. Develop and analyse customer insights and trends to drive service improvement, customer satisfaction and brand advocacy
6. Assist in the development of budgets and be responsible for implementing, monitoring and reviewing operational financials
7. Provide assurance of compliance with contractual, regulatory and safeguarding standards and requirements
8. Support and/or facilitate team member recruitment and onboarding
9. Understand and respect the people we support linguistic and cultural diversities.
10. Monitor and close out any issues relating to NDIS claiming, billing and service agreements.

KEY OUTCOMES:

- Revenue Growth
- Financial and Operational Efficiency
- Service Delivery Quality Outcomes
- Customer Movements / Exits
- Service Agreements and Claiming within acceptable limits / ranges
- Rostering and labour costs within acceptable limits / ranges
- Service Delivery team goal progression and completion

SELECTION CRITERIA – Senior Manager

Essential Knowledge and Skills:

- Demonstrated understanding and experience of working with people who have a disability and/or complex and challenging behaviours.
- Tertiary qualifications (or relevant experience) in Social Sciences, Social Welfare, Psychology, Community Services and/or equivalent experience in service delivery in the disability field
- Knowledge of service models and the ability to design and implement service improvement strategies
- Leadership and management experience including staff supervision, staff performance management, budget development and financial management skills
- Planning skills
- Experienced in working within a Quality Management System
- An understanding of Mental Health issues and the Criminal Justice Program (desirable).
- Well-developed consultation and negotiation skills and a demonstrated capacity to communicate policy, procedure and service direction
- Knowledge and understanding of Equal Employment Opportunity, Ethical Practice, Cultural Diversity Statement and Occupational Health and Safety as they relate to this role.
- Willingness to travel to visit people we support and programs located in rural/remote areas – when required
- Excellent written and oral communication skills
- Computer literacy
- Current driver's licence
- Relevant Working with Children or Vulnerable People check as per state legislation

Acknowledgement of Receipt of Position Description:

I, have read and understand the responsibilities of my employment as a **Senior Manager** as outlined in this position description and accept these conditions.

Signed: _____

Date: _____

Return this page with your signed employment contract to:

People and Culture
Lifestyle Solutions
PO Box 81
Islington NSW 2296