

Westhaven Ltd

Our Vision – **Live how you choose**
Our Core Values – **C.H.O.I.C.E**

Position Title	Service Manager	Reports to	Operations Manager, Adult Services
Number of Direct Reports	3+	Position Location	

Purpose of the position

- As the Service Manager of Adult Services you will lead and motivate a team of Team Leaders through innovative change to ensure the provision of personalised and exceptional participant experiences and continue to place participants at the centre of everything we do.

Decision making

- The Service Manager makes decisions in relation to day-to-day operations of participants/clients within scope of practice.
- Escalates issues outside of policies and procedures and complex or unusual care requirements to the General Manager / Operations Manager as appropriate.

Key Responsibilities

<i>Focus area 1</i>	<ul style="list-style-type: none"> Ensure the effective management of Disability compliance requirements
<i>Focus area 2</i>	<ul style="list-style-type: none"> Grow Westhaven's impact by increasing the volume of services we deliver to enable people with disability to live life the way they choose
<i>Focus area 3</i>	<ul style="list-style-type: none"> Enact continual improvement processes to drive operational efficiency and maintain cost discipline to ensure financial sustainability

Focus area 4	<ul style="list-style-type: none"> • Build a culture of leadership accountability and effectiveness • Act as an appropriate and effective role model and promote a culture and supporting practices that reflect Westhavens Core values through demonstrated behaviours and interactions with clients and employees.
Focus area 5	<ul style="list-style-type: none"> • Celebrate and nurture an inclusive, diverse and supportive workplace
Focus area 6	<ul style="list-style-type: none"> • Ensure that your actions do not adversely affect the health and safety of others, and comply with any reasonable instruction that is given. Comply with any reasonable policies/procedures relating to health or safety in the workplace, as well as notifying of any hazards, risks or incidents to direct managers.

<p>Knowledge, Skills, Experience and Compliance</p>
<p>Knowledge</p> <ul style="list-style-type: none"> • In-depth strategic understanding of the sector, professional practices. • Sound understanding of the needs and supports of people living with a Disability. • Demonstrate a knowledge of the principles and practices relevant to delivering quality services within a Disability organisation. <p>Skills</p> <ul style="list-style-type: none"> • Have proven leadership capability in the delivery of change management with hands-on leadership skills and the ability to mentor and skill-develop a team. • Advanced problem solving capabilities, confidence and emotional intelligence that enable you to resolve complex situations. • Ability to build and maintain effective relationships with a variety of stakeholders. • Enthusiasm and a focus and drive to achieve excellence. • Excellent interpersonal and communication skills, both written and verbal. • Highly numerate - track record of data analysis and an ability to interpret data for a variety of different stakeholder needs. • High degree of integrity and strong customer focus. • Competent user of Google Suite and technology. <p>Experience</p> <ul style="list-style-type: none"> • Management experience in healthcare, community and/or NFP organisations. • Financial acumen in the development, implementation and management of budgets and financial resources



- Previous experience in a quality role, with a sound understanding of quality management systems and processes including continuous improvement principles, internal auditing practice, incident management and the ability to coordinate quality improvement plans within a program delivery setting.
- Strategic and operational decision making.

Compliance

- Relevant tertiary qualifications
- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)
- Appropriate Covid-19 vaccination status

Key Challenges

- Ensure compliant systems are in place to cater for person centred funding of individualised service provision under NDIS.
- Expansion of the delivery of services locally and across Western NSW.
- Utilise and optimise existing infrastructure and expertise to strengthen existing and deliver expanded services.

NDIS Workforce Capability Framework

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the descriptors relevant to their role.



**Manage, supervise and
coach others**

Model and reinforce values in organisational culture and practice

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

Promote quality through consistent good practice

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality supports and services.

Support health and manage risk

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

Foster and develop a capable workforce

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.