

Westhaven

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

Position Title	Regional Manager Adult Services	Reports to	GM Adult Services		
Number of Direct Reports	3+ Service Managers	Position Location	Various	Version	Nil

Purpose of the position

The Regional Manager is accountable for the overall operational management and delivery of services. This encompasses leading and inspiring a team through transformative change, with the goal of delivering exceptional and personalised customer experiences. The Regional Manager will champion service growth through high-quality service provision and sustainable practices, ensuring long-term success and alignment with the W27 strategy, while maintaining a steadfast customer-centric approach.

Decision making

- The position has autonomy in coordinating and managing work and making decisions on matters under their direct control
- This role has 3+ direct reports and a number of indirect reports
- This role has financial delegation of \$10,000

Key Accountability Descriptor	Responsibilities
<i>Business Management</i>	<ul style="list-style-type: none"> • Manage the day-to-day operational management of activities impacting disability services.

	<ul style="list-style-type: none"> • Analyse financial data to address and resolve complex issues, particularly in relation to client care and support staff ratios. • Optimise business processes to ensure both financial sustainability and the delivery of high-quality client care. • Collaborate with the General Manager (Adult Services) to develop and implement an annual Operational Plan that aligns with strategic objectives and identifies continuous improvement opportunities. • Lead and mentor staff, ensuring a strong commitment to maintaining excellent client and customer standards, understanding client needs and maximising outcomes. • Identify and escalate strategic and operational issues and risks to the GM, ensuring timely resolution and alignment with Adult Services objectives.
<p><i>Leadership and contribution to a positive team and organisational culture</i></p>	<ul style="list-style-type: none"> • Lead and mentor a high-performing team to achieve strategic objectives through effective coaching and guidance. • Cultivate and strengthen relationships with internal and external stakeholders to enhance collaboration and support. • Promote a culture of continuous learning, knowledge sharing, and professional development within the team. • Conduct regular quality assessments and implement improvements to boost team productivity and efficiency. • Ensure active participation in workplace safety, including the reporting of incidents and hazards. • Champion workplace diversity initiatives and foster a positive, inclusive team environment. • Oversee performance management by mentoring team members, conducting regular reviews, and providing learning opportunities aligned with strategic goals.

Knowledge, Skills, Experience and Compliance

Knowledge

- 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.

Skills

- 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.

Experience

- Management experience in healthcare, community and/or NFP organisations.
- Proven ability to implement strategy.
- 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

- Managing NDIS funding discrepancies
- Managing a multifaceted team

- Leading a team through a rapidly changing environment

[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.

NDIS Workforce Capability Framework

Supervision and Frontline Management

Capability Group

Capability Name and Description



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 support 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.



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