

Position Description

Position Title:	(Region) Service Manager – Early Childhood Services
Division:	Early Childhood Services
Reporting To:	Senior Manager
Direct Reports:	Early Childhood Team Leaders and Admin

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity

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KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The NDIS Partners in the Community Program (PITC) supports the National Disability Insurance Scheme (NDIS) to be implemented at a local level.

As a NDIA partner, Northcott will deliver the NDIS Early Childhood Approach (ECA) service to local communities in Northern NSW, Mid North Coast, Hunter New England, Northern Sydney, and Western Sydney. The approach supports the Early Childhood Early Intervention activities that will improve independence and social participation of children with disability or developmental delay aged 0-8 years.

Providing leadership and guidance to the Early Childhood Team and Admin in delivering Northcott's Early Childhood Services strategic objectives.

KEY OBJECTIVE OF THE POSITION:

Lead the successful delivery of the NDIS early childhood approach in (region). The role provides operational leadership, effective management, and support to a highly mobile workforce of Team Leaders, frontline Early Childhood Coordinators and regional based Admin including the maintenance of smooth logistic processes, facilities, and resources.

Lead and foster a positive team culture that delivers the NDIS Early Childhood approach consistent with the key deliverables and performance measures in the PITC Statement of Requirements and Grant Agreement.

Be a key leader in the community and actively engage with stakeholders to build community capacity to support inclusion of children with developmental delay and disability. This includes facilitating community links and collaboration that will improve inclusion practices and opportunities within the community.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability to provide strategic direction and leadership to EC staff and community members in the (region) region
- Experience and knowledge to identify issues and implement strategies that improve access for First Nations children and families to early intervention supports.
- Willingness to consult with, support and advocate for First Nations people with disabilities, their families and communities sensitively and effectively, and develop strong networks
- Goal focused and driven by meeting key deliverables.
- Ability to guide, direct and facilitate staff high performance.
- Demonstrated strong understanding of typical early childhood development and the impact of disability and developmental delay on a child and their family and carers.
- In depth knowledge and understanding of best practice models in Early Childhood Intervention.
- Comprehensive knowledge of the local service environment where customers reside, including funded and non-funded services.
- Ability to exercise sound judgment and provide timely, accurate advice and reporting to Senior Management and the NDIA.
- Excellent critical thinking, problem solving and analytical skills.

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- High level verbal and written communication skills including the ability to write reports and deliver face to face reporting to the NDIA at scheduled formal meetings.
- Excellent negotiation and influencing skills including the ability to stay calm and communicate effectively under pressure.
- High level organisational and time management skills.
- Strong networking and community capacity building skills.
- Ability to effectively manage and resolve feedback and complaints from stakeholders that focuses on working toward a positive outcome.
- Proficient computer skills.
- Ability to remain objective and impartial when providing support and guidance.
- Appreciation and acceptance of diversity for wellness, culture, understanding the importance of implementing a tailored and personalised approach to children and their families.
- Knowledge of the Disability Services Act and the Disability Service Standards.
Knowledge of the NSW Child Protection (Working with Children) Act 2012 and other child protection legislation and the principles of 'Keep Them Safe'

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in Social Sciences, Early Childhood, Allied Health Professions, or other relevant professional fields.
- Minimum 3 years' experience managing a team against KPI's.
- Proven previous experience meeting and exceeding set KPIs/ targets.
- Experience ensuring customers are satisfied while still meeting business objectives.
- Experience in leading and managing teams remotely, when region's offices are in multiple locations
- Experience in connecting and building working relationships with local community and mainstream services.
- Demonstrates strong communication skills while liaising with internal and external stakeholders.
- Demonstrates a high level of computer literacy and competency.
- Current NDIS Worker Screening and Working with Children Checks
- Either lived experience of disability or knowledge of the disability sector is highly desirable.
- Current Drivers' License. (Please note reasonable adjustments will be made where applicable).

DELEGATION LEVEL

- Level 4

CORE COMPETENCIES OF THE ROLE

Management

- Set clear staff objectives and priorities and monitors achievement within service delivery
- Demonstrate effectiveness in planning, leading, organising and directing staff and services.
- Demonstrate a management style which promotes open communication, inclusive decision making and respect.
- Contribute to the strategic development and improvement of the ECS program in collaboration with key stakeholders.

Leadership

- Lead by example and motivate the team with a focus on coaching and mentoring to deliver results
- Actively participate and contribute to achievement of the Early Childhood program in accordance with the performance measures stated in the PITC Statement of Requirements.
- Foster and model a culture of best practice customer service
- Drive a team culture and an atmosphere that is results-driven where the team can collaborate to meet team targets
- Implement strategies to promote team morale and productivity

Relationship Building

- Initiate, develop and maintain good working relationships with all employees in the Early Childhood Approach program.
- Build positive and collaborative relationships with internal and external stakeholders
- Provide leadership to the team and promote effective communication and cooperation across the wider ECS team and Northcott.
- Responsive to feedback and implement improvements to promote customer satisfaction

Customer Focus / External Contact

- Develop, and apply solutions, new ideas and methods with a plan to promoting continuous improvement in professional practice and achievement of service delivery outcomes.
- Identify proactive responses to Early Childhood Services issues and monitors service delivery to ensure performance targets are met.
- Take responsibility and effectively deal with stakeholder concerns in a timely and courteous manner.
- Represent Northcott and the NDIA at peak strategic forums and networks when required and in accordance with the Community Capacity Building Plan.

Problem Solving

- Collection of valid and reliable quantitative and qualitative data in relation to the performance of the Early Childhood Services.
- Use information technology i.e. NDIS IT System in accessing, collecting, analysing, using, maintaining, and disseminating data and information relevant to the delivery and reporting of the early supports pathway.
- Monitor trends, obstacles and opportunities in the internal/external Early Childhood business environment and recommends appropriate strategies.
- Identify, investigate and address issues with productivity, operational and customer targets within a timely manner.
- Solutions focused - ability to identify issues and propose solutions.

Innovation

- Foster innovation within the Early Childhood service delivery
- Encourage others to seek opportunities for different and innovative approaches to address problems and opportunities.
- Develop & implement innovative approaches to meeting the needs of families in early supports with consideration of efficiencies & best practice principles.

DUTIES

The typical duties of this position include:

1. Effectively administer the delivery of early childhood services by managing productivity targets, portfolios, completion of required documentation/processes according to and in compliance with the PITS Statement of Requirements and Standard Operating Procedures.
2. Monitor the NDIS IT System to analyse reports/information about the delivery of early childhood services and address any areas of concern within a timely manner.
3. Ensure PITS Statement of Requirements performance targets are met and that NDIS data input is consistent and timely.
4. Manage and record feedback (compliments and complaints) associated with the early childhood program and escalate to the NDIA within the timeframes and processes outlined in the PITS Statement of Requirements and Grant Agreement.
5. Ensure all NDIA reporting is completed to a high level and is submitted to the NDIA within the required timeframes.
6. Build brand awareness and adhere to the co-branding protocols as determined by the NDIA and outlined in the NDIS Co-branded Partner Guidelines.
7. Manage the intake and allocation of portfolios based on front line workers skill/experience and capacity as well as customer needs.
8. Manage direct reports including; induction, orientation, leave requests, performance management and career development.
9. Support the management of logistics, facilities and infrastructure in early childhood service areas.
10. Drive KPI's to meet the performance targets as assigned by the NDIA.
11. Network and build relationships with stakeholders to facilitate community links and collaboration to improve inclusion practices and opportunities for children with disability and their families.
12. Adhere to, and implement, all Grant Agreement *Conflict of Interest* mitigation strategies.
13. Monitor and ensure the currency of staff registrations and probity clearances for NDIA reporting.
14. Provide expert advice and recommendations for service delivery and develop and trial innovative approaches.
15. Build and maintain strong working relationships and communication with relevant NDIA Regional Managers and representatives to achieve effective delivery of the early childhood approach.
16. Attend and actively contribute to all scheduled reporting meetings with the NDIA.
17. Provide team leadership, deliver regular staff meetings and participate in senior management meetings as required.
18. Work within a strengths based, family centered approach that provides support for families to build capacity, problem solve and resolve identified issues.
19. Be aware of and ensure that service delivery to children and families from Aboriginal and Torres Strait Islander and/or Culturally and Linguistically Diverse backgrounds is culturally sensitive.
20. Work within the framework of the *Best Practice Guidelines in Early Intervention*, *NSW Disability Inclusion Act 2014*, *National Disability Standards*, *NSW Privacy and Personal Information Protection Act* and the *Commonwealth Privacy Act 1988*, *NDIS Act 2013*, *NDIS Operational Guidelines* and other relevant legislation.
21. Adhere to Northcott policies and procedures, in particular, the Northcott's Code of Conduct and Ethics, Safety & Injury Management Procedures and Work Health and Safety procedures.
22. Assist in maintaining Northcott's premises, vehicles and equipment.
23. Other duties as negotiated.

Position Description

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.