

Position Title:	Service Manager
Division:	Operations
Reporting To:	Senior Operations Manager
Direct Reports:	Service Coordinators

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 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 2,617 staff and provide empowering, personalised services to over 15,761 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.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

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.

Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Operations offer a range of services that enables customers to achieve their goals. This includes a range of services such as:

- Supported Independent Living
- Specialist Disability Accommodation (SDA)
- In Home and Community Support
- Independent Living Options
- Assistance with accommodation and tenancy obligations
- Vocational Skills and Training
- Everyday life skills
- Outside School Hours Care
- Respite

KEY OBJECTIVE OF THE POSITION:

- Provide operational leadership to a team of staff within the allocated portfolio
- Drive business outputs and staff KPI's
- Drive efficiency and financial viability of the service
- Work with all divisions of Northcott to ensure services have consistent customer capacity and/or meet growth targets as required. This may include vacancies in housing, places in centre-based services or maintaining customer numbers in community based services.
- Participate in the customer transition/on boarding process as required
- Maintain oversight of service rosters ensuring efficiency, customer safety and budget requirements
- Initiate and participate in staff recruitment processes to ensure appropriate staffing of Northcott services
- Participate in incident investigation and response to critical incidents as required
- Respond to customer/families/carer complaints and concerns as required
- Respond to staff grievances as required
- Ensure compliance with Northcott systems e.g. Carelink and Noggin
- To manage logistics requirements of the workforce including facilities management and resource needs
- Ensure compliance to service delivery business rules
- Ensure compliance to Standard Operation Procedures
- Develop and trial innovation in service delivery
- Work closely with the Senior Operations Manager to build relationships with the local community and service providers to grow the service.

- To ensure that the operation of the programs within the allocated portfolio is consistent with the principles and applications of the NSW Disability Services Act and meets the National Disability Services Standards
- To work closely with Senior Operations Manager and relevant departments of Northcott to achieve and promote best practice approach to service provision for people with a disability.
- Actively engage in self-reflection.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Proven ability to successfully lead, manage and support a team
- Proven ability to effectively implement person-centred principles in service provision
- Demonstrated critical thinking, problem solving and analytical skills
- Highly developed written and verbal communication skills and the ability to engage with, establish and maintain effective relationships with both internal and external customers
- Demonstrated ability to use own initiative and work unsupervised with excellent time management skills
- Proven ability to be solutions focused – to identify issues and propose solutions
- Proven ability to take ownership of situations – escalation in line with issues out of direct responsibility
- Highly collaborative approach, partnering skills and the ability to gain support and cooperation from others
- Demonstrated understanding of WHS guidelines and management requirements
- Confidence using new technologies

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Relevant qualifications or experience in management, disability, health or welfare
- Computer literacy, in particular proficiency with Microsoft programs
- Demonstrated experience managing staff to KPIs and providing operational supervision
- Demonstrated experience managing a team and service to a budget
- Valid NDIS Worker Screening Check (or willingness to obtain)
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain)
- Valid driver's license.
- In-depth knowledge of the disability sector.

DELEGATION LEVEL

- Level 4

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- Develops, and applies solutions, new ideas and methods with a plan to promoting continuous improvement in professional practice and achievement of service delivery outcomes
- Identifies proactive responses to Operational issues and monitors service delivery to ensure targets are met
- Assists with on boarding of customers such as housing vacancy management and customer transition into services
- Takes responsibility and effectively deals with any client concerns in a timely and courteous manner
- Represents Northcott at peak strategic forums, networks etc. when required

Relationship Building

- Listens effectively, conveys and receives ideas, information and direction
- Seeks to clarify and confirm the accuracy of their understanding of unfamiliar or vague terms and instructions.
- Makes oral and written communication clear and easy to understand
- Assesses and takes steps to improve ability to communicate (written and verbal) so ideas are conveyed with precision and efficiency

Problem Solving

- Actively engage in self-reflection
- Ensures the collection of valid and reliable quantitative and qualitative data in relation to the performance of Operations
- Uses information technology i.e. Power BI reports for accessing, collecting, analysing, using, maintaining, and disseminating data and information relevant to the delivery of services
- Monitors trends, obstacles and opportunities in the internal/external business environment and recommends appropriate strategies
- Identifies, investigates and addresses issues with productivity, operational and client indicator targets within a timely manner

Leadership

- Provides high level of professional advice and assistance to others
- Actively participates and contributes to achievement of the Operational plan
- Ensures continuous improvement of individuals, programs, and organisational performance (e.g., mentoring, monitoring progress, adjusting programs/ service delivery to achieve better results)
- Identifies operational and / or strategic issues that impact widely across Operations

Financial Impact

- Conducts daily activities and administers programs within approved budget
- Monitors the financial milestones of the programs and makes suggestions for improvement where necessary

Time Impact

- Make sound decisions regarding immediate service delivery within service specifications, relevant policies and guidelines

DUTIES

The typical duties of this position include:

1. Provide strategic direction and leadership to the allocated portfolio within Operations
2. Develop and maintain accurate and detailed understanding of service's current and future goals
3. Monitoring of budget and proactive addressing of any variance
4. Manage customer vacancies and customer transition as per Northcott's policy and procedure
5. Initiate innovation and creativity amongst the team of staff ensuring best practice services are provided
6. Monitor and ensure compliance with Northcott systems e.g. CareLink+ and Noggin
7. Management of the Human Resources component for staff reporting directly to the role which includes—recruitment, induction and orientation, leave approval and management, performance management etc
8. Conduct Investigations into customer and staff incidents in accordance with Northcott policies and procedures and Quality and Safeguarding Commission requirements

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9. Manage feedback, compliments and complaints, providing information to the Senior Operations Manager
10. Build brand awareness to ensure that Northcott is consistently recognised as a leading Housing and Supported Independent Living provider
11. Work constructively and cooperatively with managers and colleagues and key stakeholders (both internal and external)
12. Facilitate and conduct regular meetings for Service Coordinators and ensure staff meetings and supervisions are conducted in accordance with Northcott requirements
13. Raise issues within a solution focused framework. Offer suggestions for changes that improve outcomes
14. Complete all administrative duties as required by Northcott including regular reporting to the Senior Operations Manager, contributing to operations and board reports and ensuring accurate data collection reporting
15. Participate in relevant team meetings and personal development/ mentor support meetings
16. Ensures that the outcome targets contained in any Service Description Schedules/ contracts etc. are achieved and that Client management system (Carelink+) data input is consistent and timely
17. Maintain accurate records, statistics, reports, related documentation and filing systems

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

Manager's Signature

Manager's Name

Date

Please forward a signed copy to Human Resources.