

Position Description

Position Title:	Manager, Supported Living Lab
Division:	Northcott Innovation
Direct Reports:	NIL

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 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 2,500 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.

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.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcott Innovation Limited (NI) is a wholly owned subsidiary of Northcott. NI's purpose is to enable the co-creation of solutions that support people with disability to live as equals in their community. NI achieves this by focussing on initiatives that positively impact inclusion by the: innovative use of equipment and technology; redesigning of services and supports; driving of social change.

KEY OBJECTIVE OF THE POSITION:

Position Description

NI are looking for an experienced professional to head up NI's new Supported Living Lab. The Supported Living Lab (referred to as 'the Lab' throughout) will:

- Create solutions to specific problems within the supported living / supported accommodation ecosystem - These are larger, complex problems that would benefit from a design-based approach.
- Encourage customers (people with disability) and frontline staff to identify and foster ideas in the supported living / supported accommodation ecosystem - Foster bottom-up problem identification and solution development, using a design-based approach; and build capacity of supported living / supported accommodation staff at all levels.

As Manager of the Supported Living Lab, you will be responsible for: developing the strategic direction of the Lab; developing and implementing the design approach of the Lab; fostering strategic relationships and partnerships that benefit the Lab; and the day-to-day management and operations of the Lab.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

(List skills and knowledge required for this position. Include technical, operational and procedural knowledge, as well as any required management and communication capabilities)

- Demonstrated senior experience in design or design-led initiatives, preferably in the not-for-profit sector;
- Demonstrated knowledge of design research methods;
- Demonstrated knowledge of and commitment to co-design principles; and accessible design methodologies;
- Demonstrated skills as a leader, proven ability to manage a team of multidisciplinary professionals
- Demonstrated knowledge of tertiary institutions with the ability to facilitate industry led collaborations, as well as undergraduate and postgraduate initiatives;
- Demonstrated ability in management consulting: comfort with ambiguity, able to prioritise and progress a range of issues.
- Strong commitment to the rights of people with disability.
- Advanced organisational skills with the ability to multitask and prioritise duties
- Outstanding verbal communication skills with the capability to: facilitate workshops, training sessions; present at conferences; panels and board meetings; 'pitch' opportunities to stakeholders
- Excellent written communication skills with the ability to produce a diverse range of documentation
- Demonstrated initiative, adaptability and ability to maintain professional resilience during an environment of fast paced change and action

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

(List any essential qualifications and experience required for the position)

- Tertiary qualifications in Design (Service, Visual, Strategic, Design Research)
- Experience in leading the use of design in a social innovation context
- Experience in management and/or leadership roles

DELEGATION LEVEL

(Refer to delegation manual or NIL)

- Level 4

CORE COMPETENCIES OF THE ROLE

Leadership

- Strategic leadership of the Lab including: the day to day operations of the Lab; identification and facilitation of new opportunities; management of staff; execution of collaborative relationships.
- Takes ownership of, and take actions to implement and further the use of design as a problem solving and innovation method across the organisation, with an exclusive focus on supported living/accommodation environments.
- Fosters the ideas and capabilities of all Northcott staff with regard to innovations within the supported living / supported accommodation ecosystem.
- Actively participates and contributes as a senior member of the Northcott Innovation team.

Financial Impact

- Is responsible for, and takes actions to identify and complete required actions for external funding opportunities including grants, tenders, donations and philanthropic opportunities.
- Showcases fiscal acumen - driving day-to-day operations of the Lab, making key decisions and trade-offs with resources and budget allocation.

Stakeholder Engagement

- Ensures customers (people with disability) meaningfully participate in all Lab initiatives, including participating co-design opportunities where possible and appropriate.
- Establishes and fosters relationships across Northcott, from Executive level to front line workers.
- Identifies and establishes relationships with key external research partners and other potential collaborative partners, including the execution of collaborative agreements/contracts.
- Acts as the public relations and media contact for the Supported Living Lab.
- Models the values of Northcott and NI and our shared commitment to supporting choice and opportunity for all people.

Problem Solving

- Demonstrates maturity, resilience and perseverance when approaching multifaceted challenges within the supported living / supported accommodation ecosystem.
- Follows industry trends from the disability, housing/accommodation and design sectors locally and internationally, adjusting strategies, projects and approaches as required.
- Acts independently whilst prioritising and managing numerous tasks at one time.
- Demonstrates strong entrepreneurial skills including the ability to balance risk and opportunity.

DUTIES

The typical duties of this position include:

1. Provides strategic leadership for the Lab.
2. Manages the day to day operation of the Lab including the management of Lab staff.
3. Creates and implements a design innovation approach for the Lab, providing support to NI to implement identified design approaches and methodologies.
4. Identify key internal and external stakeholders in complex supported living / supported accommodation problems and establish relationships with the aim of developing design-based, best practice, solutions.
5. Foster bottom-up innovation by Northcott employees, at all levels of the organisation.

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6. Ensure the Lab operates in line with service budget.
7. Monitors and critically analyses Lab performance in order to: provide interpretations and reports to relevant stakeholders; develop strategy; implement sustainable business models for individual initiatives.
8. Utilises multi channel marketing and engagement strategies to promote the work of the Lab, NI and the specific initiatives of the Lab.
9. Ensures all aspects of the Lab actively and meaningfully includes people with disability and/or their families/carers; utilising co-design; universal design; and inclusive practices.
10. Creates and facilitates professional development opportunities for Northcott employees surrounding design thinking, human centred design, problem solving and entrepreneurship
11. Participates in other NI and/or Northcott initiatives as required.

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.