

Deputy Manager

Position

This position is within Ageing & Disability. It is part of various teams.

- ☒ This position reports to the Manager
- ☐ Reporting line may vary depending on location and service size
- ☐ This position does not have any direct reports ☒ This position may have direct reports, positions vary
- ☐ This position has the following direct reports:

This position is designated Band 6 under the *Schedule of Authorities and Delegations*

- ☐ This position is a budget holder ☐ This position has designated revenue targets
- ☐ This position is an Aboriginal & Torres Strait Islander identified position
- ☐ This position may require a working with children related clearance

Purpose

The purpose of this position is to support the Manager to provide leading consumer directed/self directed care services, partnering with older people and people with disability to help them experience the life they never thought possible. The position will lead a team to ensure that they are developed and supported to provide excellent services to our consumers, their carers and families.

Focus

To achieve this purpose, the position holder would typically:

- Lead Home Support Team Members and/or Home Support Partners in creating a flexible client centred service culture based on genuine engagement with consumers, carers and participants
- Support team members to understand the vision, values and direction of the organisation and translate them so the team understands how they relate to their everyday practice.
- Work with the Manager to ensure the way the team works is commercially effective and sustainable, identifying opportunities for process improvement or more effective ways of working
- Work with team members to help them understand and achieve performance expectations, build their capability, provide regular recognition, develop and utilise talent in the team, and identify and achieve improved client outcomes and increase employee engagement
- Evaluate the quality of service delivery, client plans, and client outcomes against service, funding and compliance objectives on a regular basis. Identify gaps in delivery and work with the team to build capability and/or improve service design, taking steps to address when significant gaps are identified
- Coordinate regular communication channels including team meetings, client and practice reviews, and 1:1 discussions with team members
- Identify learning needs within the team, and appropriate learning opportunities both within and without the organisation, liaising with area managers and learning and development team as appropriate. Develop and facilitate learning opportunities when appropriate.
- Work with staff, clients and other stakeholders to find appropriate resolution to concerns
- Support the Manager in maintaining a community and local industry profile and clearly identify and communicate the client value proposition to ensure growth and reputation of our services.
- Support the implementation of improved and/or new operating models.
- Effectively contribute to the leadership of the team through collaboration with the manager to ensure excellent service delivery
- Champion the implementation of all change initiatives, targeting enhanced services for clients and participants.
- Support compliance with all internal and external standards including accreditation standards and/or guidelines, professional and clinical practice standards, WHS standards, contract compliance. Monitor, and report any operational risks.

- Provide clear, fair and focused leadership, professional supervision, debriefing, practice support and guidance to team members reporting to them.
- Support practitioners with the management of complex cases and problem solving as needed
- Where relevant, ensure community partnerships are supported effectively and diligently
- Monitor performance processes such as time and attendance, leave, data entry and file management in consultation with the Manager.
- Support the Manager with the collection and analysis of data and report writing in line with reporting requirements, outcomes measurement and evaluation and quality frameworks.
- Work collaboratively with staff across the organisation and with the community and develop and maintain effective relationships and networks with relevant community partners, referral agencies, and relevant community groups, including attending networking meetings and forums where requested by the Manager

This position may be offered as a specialisation:

- For example, Home Support, Respite & Support Centre

Where the role is offered as a specialisation the position holder would typically:

- Maintain currency of knowledge and practice and share learnings with the team to improve operations in the service area.
- Apply specialist skills and/or knowledge related to area of specialisation to improve outcomes particular to the service area.

Outcomes

When things are going well we would expect to see these outcomes:

- Staff understand and are committed to achieving strong customer service and service quality outcomes
- Clients are attracted to TBS and have high levels of satisfaction and engagement
- Staff are attracted to TBS and retention is high
- Service models are implemented and staff can speak confidently to them.
- TBS services for older people and people with a disability are recognised in the top quartile within the industry for practice.

Relationships

We work collaboratively with others, however this position works close closely with:

Within The Benevolent Society:

- Managers
- Home Support Partners /Support Centre
- Roster Officers

Outside The Benevolent Society:

- Consumers their families and carers
- Referral Agencies
- Medical and allied Health Professionals

Individual

To achieve the position purpose and outcomes the position holder will need to have:

- Tertiary level qualifications in human services and/or minimum two years experience in a leadership position, with exposure to people and financial management.
- Where the position is offered as a specialisation, demonstrated experience and/or qualifications that will support successful achievement of outcomes for the service area
- Comprehensive knowledge of consumer directed, self-directed care models.
- Knowledge of research trends and reform processes within the ageing and disability sectors
- knowledge of the needs of older people and/or people with a disability, effective service models
- Leadership skills including troubleshooting, managing multiple deadlines, staff and client conflict resolution.
- Demonstrated experience working with, and/or knowledge of regulatory and compliance frameworks relating to the service
- Qualifications in management or significant experience in practice leadership may help you to succeed (but aren't essential)
- Experience in identifying opportunities for and implementing quality improvements within programs or services may help you to succeed (but aren't essential)

Travel**This position may require some flexibility in terms of travel or hours of work:**

- ☒ Overnight travel/stays may be required
- ☐ Some weekend work may be required
- ☐ Some evening work may be required
- ☒ Travel between office locations/regions may be required
- ☐ Travel to clients (varied locations) may be required
- ☒ Use of own registered, insured motor vehicle for business purposes may be required
- ☒ Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Context**Those with knowledge of this position say the things that might make your day are:**

- Witnessing clients' quality of life improve with the support of staff.
- Growing and developing the Home Support Team
- Having clients choose TBS services.
- Supporting staff to be flexible and creative to find solutions to clients' needs and preferences.
- High performing Home Support team who are engaged, satisfied and positive

Those with knowledge of this position say some key challenges you might experience are:

- Recruiting and retaining team members in a highly competitive labour market
- Managing your own time in an environment with competing priorities.
- Ensuring that they and their team maintain an understanding of the sector in an environment of rapid and broad change.

Approvals

Approver Director, Human Resources **Date:** 8 February 2017 **Position Code:** ADS003

Review history V1.0 Release

Advertising:

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.