

Westhaven

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

Position Title	On-Call Manager	Reports to	Governance Manager
Number of Direct Reports	9-12	Position Location	Dubbo

Purpose of the position
The On-Call Manager is responsible for providing leadership and direction within a multidisciplinary team to achieve people focused quality care, particularly during critical incidents.

Decision making
<ul style="list-style-type: none"> The position has autonomy in coordinating and managing work and making decisions on matters under their direct control This role has between 9-12 direct reports This role has financial delegation as detailed in Westhaven's Financial Delegation Schedule Does this role require?

Key Responsibilities	
<i>Leadership and contribution to a positive team and organisational culture</i>	<ul style="list-style-type: none"> Provide leadership and coaching to develop a high performing team that delivers outcomes in line with strategic goals Build and enhance relationships with all internal and external stakeholders Foster a culture of knowledge, information sharing and continuous learning in the team Conduct periodic evaluations of the teams performance and initiate continuous enhancements to boost efficiency Actively engage in workplace safety including incident and hazard reporting requirements Actively engage in workplace diversity initiatives and promote a positive and inclusive environment within the team

	<ul style="list-style-type: none"> Undertake performance management activities including mentoring, regular reviews and creating learning opportunities in line with the operational goals
<i>Quality crisis response management</i>	<ul style="list-style-type: none"> Monitor and manage team responses to escalations and critical incidents to support participant and child young persons needs and align with practices and behaviours to the NDIS Workforce Capability Framework Manage the day-to-day operational activities of the On-Call team in accordance with Westhaven's Incoming Calls Matrix and after hours Behaviour Escalation Framework Interpret information to triage, escalate and or resolve complex issues relating to acute incidents, therapeutic advice and participant and child young person care Mentor staff to ensure commitment to: <ul style="list-style-type: none"> provide immediate response, intervention and care to participants and/or child young persons outside of normal business hours liaise with Emergency Services as appropriate in emergency after hours incidents ensure accurate and appropriate case notes and statistical documentation is maintained
<i>Continuous Improvement and Reporting</i>	<ul style="list-style-type: none"> Initiate and implement service improvements and monitor on call performance and outcomes through the collection and analysis of service data and make recommendations to improve the operation of the team Lead the development, delivery, monitoring and evaluation of On-Call service systems and processes to ensure effective reporting and escalation of all critical incidents and matters of reportable conduct Coordinate with and escalate to, the Governance Manager, operational issues and risks affecting participant and child young person care Coordinate post-incident reviews and opportunities to debrief in matters of significant complexity

Knowledge, Skills, Experience and Compliance

Knowledge

- Sound understanding of the needs and supports of people living with Disability
- Demonstrated experience managing a diverse team within a complex environment

- Excellent written and verbal communication skills
- Computer literate and knowledge of a range of IT programs including: Google Suite, CTARS (desirable)

Personal Attributes and skills

- Have proven leadership capability with hands-on leadership skills and the ability to mentor and skill-develop a team
- You are self-motivated and thrive within a fast paced, collaborative environment
- You are a positive, organised person who can liaise with internal and external stakeholders
- You are an organised person who can successfully manage multiple tasks at once
- You have a willingness to learn and contribute to a successful, positive team culture

Qualifications and Required Experience

- Certificate IV or Diploma (or working towards) in Disability Services, Community Services or Individual Support desirable or other qualification or equivalent working experience in the area of disability services.
- Proven experience in a similar role with the ability to delegate and manage team members to achieve desired outcomes

Compliance


- Current First Aid and CPR Certification
- 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)

Key Challenges

- Managing competing demands and priorities within a complex service environment
- Leading and supporting a team to manage complex issues and critical incidents outside of 'normal business hours'
- Working in an environment that requires a high degree of confidentiality and exercise effective information security management

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	
 <p>Manage, supervise and coach others</p>	<p>Model and reinforce values in organisational culture and practice</p> <ul style="list-style-type: none"> • 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. <p>Promote quality through consistent good practice</p> <ul style="list-style-type: none"> • Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality supports and services. <p>Support health and manage risk</p> <ul style="list-style-type: none"> • 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. <p>Foster and develop a capable workforce</p> <ul style="list-style-type: none"> • 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. 	