

Position Title	Early Childhood Service Manager
Division	Early Childhood (EC)
Direct Reports	Team Leaders, Senior 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 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 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 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:

The NDIS Partners in the Community Program (PITC) supports implementation of the National Disability Insurance Scheme (NDIS) at the local level. Northcott will deliver ECEI services as the PITC to local communities in Northern NSW, Mid North Coast, Hunter New England, North Sydney and Western Sydney.

The NDIS approach for ECEI supports activities that will improve independence and social participation of children with disability or developmental delay aged 0-9 years.

KEY OBJECTIVE OF THE POSITION:

Lead the successful delivery of the NDIS early childhood approach in the allocated Region. The role provides operational leadership, effective management, and support to a highly mobile workforce of Team Leaders, Senior Coordinators and frontline Coordinators 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 allocated region.
- 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.
- 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 Education, Allied Health Professions or other relevant professional field.
- Minimum 3 years' experience managing a team against KPI's.
- Extensive experience working with children with a disability and their families.
- Experience in connecting and building working relationships with local community and mainstream services
- Demonstrated experience in working with, reporting to and negotiating with government departments.
- Demonstrated experience supporting and implementing early childhood intervention strategies with families using a capacity building approach.
- Current Drivers' License.
- NDIS Workers Check
- Current NSW *Working with Children Check*.

DELEGATION LEVEL

- Level 4

CORE COMPETENCIES OF THE ROLE

Management

- Proactively manage any practice requirements and issues within PITC EC Service delivery.
- Set clear staff objectives and priorities and monitors achievement
- Demonstrate effectiveness in planning, leading, organising and directing staff and services.
- Demonstrate a management style which promotes open communication, inclusive decision making and respect.
- Monitor trends in the disability environment and actively contributes to the planning, development and implementation of strategies that facilitate inclusion opportunities for children with disability.
- Contribute to the strategic development and improvement of the EC program in collaboration with key stakeholders.

Leadership

- Provide high level expert professional advice and assistance to staff and stakeholders.
- Actively participate and contribute to achievement of the EC program in accordance with the performance measures stated in the PITC Statement of Requirements.
- Ensure continuous improvement of individuals, programs, and organisational performance.
- Identify and action operational and/or strategic issues that impact widely across the delivery of EC services, consistent with the Community Capacity Building plan.

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 EC 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 EC 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 EC services.
- Monitor trends, obstacles and opportunities in the internal/external EC 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 EC service delivery and community capacity building.
- Encourage others to seek opportunities for different and innovative approaches to address problems and opportunities.

DUTIES

The typical duties of this position include:

1. Effectively administer the delivery of EC Services by managing productivity targets, portfolios, completion of required documentation/processes according to and in compliance with the PITC Statement of Requirements and Standard Operating Procedures.
2. Monitor the NDIS IT System to analyse reports/information about the delivery of EC services and address any areas of concern within a timely manner.
3. Ensure PITC 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 EC program and escalate to the NDIA within the timeframes and processes outlined in the PITC 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. Management of logistics, facilities and infrastructure in the assigned service area.
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 aligned with the Community Capacity Building Plan
12. Adhere to and implement all Northcott and PITC 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, recommendations and develop and trial innovation in service delivery.
15. Build and maintain strong working relationships and communication with relevant NDIA Regional Managers and representatives to achieve effective delivery of the EC 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 centred approach that provides support for families to build capacity, problem solve and resolve identified issues.
19. Be aware of and sensitive to the needs of children, families and communities from Aboriginal and Torres Strait Islander and/or Culturally and Linguistically Diverse backgrounds.
20. Work within the framework of the Best Practice Guidelines in Early Intervention, NSW Disability Inclusion Act, National Disability Standards, Privacy Legislation, *NDIS Act 2013*, *NDIS Operational Guidelines* and other relevant legislation.
21. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics, Safety & Injury Management Procedures and WH&S Procedures.
22. Assist in maintaining Northcott's premises, vehicles and equipment and discuss any issues with Manager.
23. Other duties 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.