

# Service Manager

## Success Profile

<b>Your division</b>	Home and Community
<b>Your team</b>	Home and Community
<b>You report to</b>	Operations Manager, Home and Community

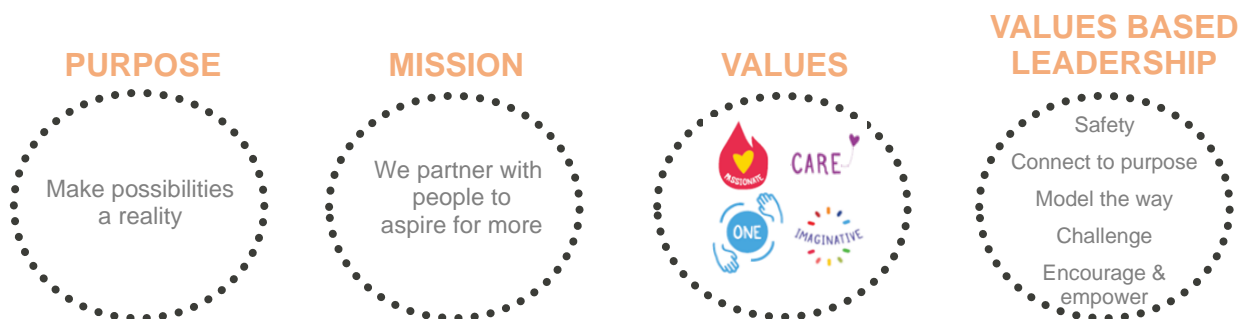
### PURPOSE OF YOUR ROLE

Our Home and Community services support people with disability to live their best lives by providing flexible options for living arrangements, tailoring supports to match the customer’s and family/carer’s needs in alignment with their NDIS plan and goals, providing supports for them to access and participate in the community and helping to make possibilities a reality.

As the Service Manager your purpose is to support customers by following a person-centred support model to help people we support develop independence, confidence, self-esteem and social interaction skills.

The Service Manager is accountable for overseeing the entire scope of activities across Home and Community services, fostering a team oriented atmosphere where staff can proficiently identify and address challenges within their delegated responsibilities. This involves translating personalised planning processes into actionable initiatives. The goal is to uphold a service delivery experience that is not only customer-centric but also sustainable and profitable.

### ORGANISATIONAL PROFILE



### KEY SUCCESS AREAS

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Model safety leadership by instilling a positive safety culture and commitment to person centred service delivery.</li> <li>• Drive integration and adherence to the Quality and Safeguarding Framework and other relevant legislation, policies and procedures.</li> <li>• Gather safety trend information leading corrective action implementation in collaboration with subject matter experts.</li> <li>• Monitor the environment ensuring it is free from preventable harm, promoting human rights and practice excellence.</li> <li>• Lead the identification and reporting of potential hazards, and work-related incidents, injuries and/or illness.</li> <li>• Model a commitment to Endeavour Foundations ‘Recover @ Work’ programs and actively support the return to work of team members.</li> </ul>
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<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>• Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from abuse, neglect and exploitation, and the right of choice and control.</li> <li>• Ensure consistency of service delivery experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure.</li> <li>• Support direct reports in the resolution of escalations and concerns from families/carers/advocates for customers.</li> <li>• Monitor and analyse customer satisfaction levels through consultation and audits, in conjunction with Sales and Marketing.</li> <li>• Collaborate with peers and leaders across Home and Community to deliver the best outcomes for our customers.</li> <li>• Promote Endeavour Foundation services as a positive brand ambassador.</li> </ul>
<b>OUR PEOPLE</b>	<ul style="list-style-type: none"> <li>• Deliver strategy through building a capable, relevant, high performing and compliant workforce.</li> <li>• Drive a performance-based culture focusing on engagement to achieve results.</li> <li>• Manage end-to-end staff performance management including performance reviews, KPI implementation and resolution of performance issues.</li> <li>• Provide clear direction to staff aligning with organisational strategy, goals and values.</li> <li>• Ensure employees are given maximum opportunities to enhance their skills and to ensure alignment with required NDIS.</li> <li>• Collaborate with relevant supporting business units such as Customer Safeguarding and/or People Experience seeking direction and pursuing continual improvement.</li> <li>• Communicate effectively within the broader team to build rapport and maintain efficient and professional working relationships.</li> <li>• Ensure appropriate governance in decision making aligning with organisational policies and procedures.</li> <li>• Foster a supportive and respectful community-centric environment across the portfolio of sites incorporating the interests of families, guardians and other key customer representatives.</li> <li>• Create a positive team culture, embracing and respecting the need to deliver high-quality human services in a commercially viable way.</li> <li>• Coordinate implementation of business improvement initiatives with consideration for people and client experience.</li> </ul>
<b>OPERATIONAL EXCELLENCE</b>	<ul style="list-style-type: none"> <li>• Ensure team members are fully trained and aware of individual customer requirements.</li> <li>• Supervise a team on rotating roster cycles to maintain effective site operations and resolve issues.</li> <li>• Deliver strategy through building a capable, relevant, high performing and legislatively compliant workforce.</li> <li>• Explore effective customer engagement strategies via focus groups, improved area committee liaison, and data interpretation.</li> <li>• Promote Endeavour Foundation's full suite of service offerings.</li> <li>• Develop, implement and review, person centred agreements and products for new and existing individuals.</li> <li>• Recruit, develop and retain a qualified workforce committed to social inclusion and establishing professional relationships with individuals.</li> <li>• Participate within and meet internal and external reporting requirements ensuring obligations are met.</li> <li>• Assist in the collection and reporting of information necessary for the compilation of business cases.</li> <li>• Encourage innovative and integrated approaches to improving the quality of service and streamlining work processes.</li> <li>• Align target ratio of Customer to Support Worker hours.</li> <li>• Ensure sites maintain and protect the privacy and accuracy of records that include medical, workplace observations, absences, progress notes and behaviours.</li> <li>• Manage onsite contractors and minor equipment servicing.</li> </ul>



	<ul style="list-style-type: none"> <li>Enhance customer experience through supporting leaders in cross-portfolio management of customer.</li> </ul>
<b>FINANCIAL SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>Apply clear decision making and commercial acumen, balancing client needs within a commercial environment.</li> <li>Work with Operations Manager and specialist support to develop business cases and business initiative budgets aligned to strategy, market needs and operational planning in order to grow the business.</li> <li>Be responsible for the end to end delivery of initiatives within established budgets and financial constraints.</li> <li>Monitor financial performance across sites managing funding, billing and operating expenditure in line with budget and strategic aspirations.</li> <li>Monitor annual operational plans and KPI requirements including growth, financial performance, customer satisfaction and retention.</li> <li>Assist with budgeting in collaboration with reporting line manager.</li> <li>Lead and drive ongoing growth across Home and Community services identifying and highlighting market growth opportunities.</li> <li>Implement effective workforce planning across Home and Community sites with assistance from key stakeholders.</li> <li>Lead and co-ordinate business activities to improve operational performance and outcome.</li> <li>Manage operational expenses to sustain positive margin outcomes.</li> </ul>

## WHAT YOU NEED TO SUCCEED

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>Demonstrated knowledge and understanding of the National Standards Disability Services and Quality &amp; Safeguarding Framework or the ability to develop.</li> <li>Demonstrated understanding of disability services provision and NDIS or the ability to develop.</li> <li>Competence in expanding clientele within untapped markets, successfully establishing new sites, and a proven commitment to driving the growth of personalised support services for individuals.</li> <li>Ability to respond positively and adapt to a rapidly changing environment.</li> <li>Ability to manage the operations and delivery of site services aligned with organisational policies and procedures.</li> <li>Ability to oversee operations that deliver high-quality and safe customer outcomes in a commercially viable manner.</li> <li>Ability to display consistent and sound judgement in decision making across complex operational issues.</li> <li>Knowledge of quality assurance programs.</li> <li>Desire to recognise, respect and uphold the privacy, dignity and confidentiality of individuals in all aspects of their lives and in accordance with legislation.</li> <li>Ability to manage conflict whilst remaining calm and alert.</li> <li>Committed to personal and skills development.</li> <li>Ability to lead a team and key stakeholders through significant change with competing priorities to achieve business objectives.</li> <li>Proven ability to coordinate projects and delegate activities to meet outcomes within required timeframes.</li> </ul>
<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>Bachelor degree qualification in Human Services or related field is required.</li> <li>Interpersonal and communication skills required to grow relationships with team members and stakeholders and deal with sensitive issues.</li> <li>Written skills applicable to compiling business cases.</li> <li>Financial management skills including general finance and budgeting, profit and loss, balance sheet and cash-flow management.</li> <li>Proven operational performance management skills in alignment with divisional performance targets and KPIs.</li> <li>Problem solving skills, to successfully identify problems, develop solutions and implement using a logical and systematic approach.</li> </ul>



	<ul style="list-style-type: none"> <li>• Possession of a current driver's licence reliable motor vehicle and comprehensive insurance.</li> <li>• Proficiency in using current MS Office Suite (i.e. Word, Excel, PowerPoint, Outlook), Employee Self Service programs, and communication technologies.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience with successfully managing site-based services within a related industry</li> <li>• Experience within the Disability Sector.</li> <li>• Experience within Community services support for disabled customers.</li> <li>• Experience working in a fast paced, customer service industry, where the customer is at the heart of the business.</li> <li>• Experience in mitigating and managing site-based operational risk, ideally within a related field.</li> <li>• Demonstrated experience in coaching individuals and delivering training, preferably those with disability and individuals that may present with behaviours of harm to achieve set outcomes and desired behaviours within the workplace.</li> </ul>

