

Position Description

Director Client Services

Reports to:	Chief Executive
Directorate/Department:	Client Services
Number of direct reports:	As per Organisational Structure
Employment Type:	Full-Time Permanent
Salary/Award Classification:	Salary Non-Award
	Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice

Position Purpose

The Director Client Services plays both a strategic and operational role to ensure the programs and services offered maintain a strong person-centred focus; by meeting client needs within funding parameters and to ensure these services are delivered in accordance with relevant organisational policy and applicable standards (quality, service, WHSE) inclusive of the National Standards for Disability Services.

As a member of the Senior Executive Team; the Director Client Services is jointly responsible for the provision of leadership, strategic planning and organisational decision making, ensuring that client services support the strategic direction and mission of the organisation.

Principal Duties

- Actively participate in strategic planning and organisational decision making as a member of the Senior Executive Team
- Provide advice and overall direction of the organisation's service delivery including the development of resources, processes and internal reporting frameworks
- Maintain strong industry and sector networks and identify collaborative opportunities to enhance service delivery
- Motivate and support Managers in the achievement of sustainable client outcomes within budget parameters and business rules
- Ensure that areas of responsibility operate within the organisation's risk framework and comply with internal policies, procedural guidelines and processes
- Oversee the investigation and reporting of critical incidents and serious care concerns where there is a potential breach of duty of care to clients

- Lead and champion a strong practice culture based on evidence, with a balanced approach to quality improvement and risk management. Ensure necessary action is taken and reflected in guidelines and other organisational processes and systems pertinent to programs/services and/or area of responsibility
- Support the development and implementation of new evidence based programs throughout the organisation and ensure a focus on program and client outcomes
- Ensure the comprehensive framework tailored toward the management of the supported independent living services is consistently applied
- Identify opportunities for volunteer engagement to enhance programs and services
- Build and maintain accurate reporting and data analytics to support the ongoing development and enhancement of staff and client software
- Provide ongoing coaching and leadership across client services to support the transforming NDIS environment within the business
- Build and maintain diverse and high performing teams that are accountable for good business practice and quality driven services
- Encourage learning, development and opportunity across the client services group
- Implement workforce planning and talent management strategies that reflect priorities of the business
- Identify opportunities for volunteer engagement to enhance programs and services
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation
- Monitor changes in legislation and public policy that have strategic impact on the organisation
- Understand and inform the strategic level business and commercial impact of decisions, on the organisation and other parties

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

Core Competency/Capability

(NDS – EM 13)

These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework.

Sector & organisation purpose & values

- A thorough working knowledge of and application of the philosophy and rationale for human rights-based approaches in the disability sector. Provides executive leadership in setting the vision, mission, values and strategic direction of the organisation. Models required behaviours and leads others in meeting organisational expectations. A sound understanding of the relevant industry key organisations and their functions. Thorough

working knowledge of the impact of sector, national and global issues on the organisation's operations and/or functions.

Leadership & Teamwork

- Translates and effectively communicates the purpose, vision and culture for the organisation or major parts of the organisation. Is an effective change manager. Manages a number of multi-discipline program/project groups of staff. Initiates programs/projects. Is responsible for the medium term (3–5 years) development, implementation and evaluation of strategic solutions. Provides overall program/project leadership on major projects. Manages relationships on key strategic issues. Interacts and influences effectively at all levels. Develops and/or applies policies and programs for effective operations – e.g. work systems, job design, recruiting, training, performance. Contributes to senior management team performance and effectiveness, working collaboratively with other senior managers to ensure cross-organisational goals are set and implemented.

Communication

- Establishes and maintains the relationships necessary to achieve strategic outcomes. Communicates well to broad communities. Highly effective interpersonal skills at all levels of the organisation and externally. Highly developed public speaking and public relations skills. Understands who needs to be consulted and why. Negotiates internally and externally. Negotiates matters of strategic importance to the organisation; understands the importance of managing difficult/critical relationships effectively.

Client and carer relations

- Drives and models customer service philosophy and systematic behaviours. Implements systems and processes to lift and/or re-align key or strategic customer relationships. Understands the broad issues of meeting stakeholder and community expectations, competing interests, and funding pressures.

Personal accountability

- Implements measurable objectives and plans for self and the team to meet organisation operational objectives. Regularly reviews and monitors performance. Ensures the strategic alignment of practices, methods and procedures with other relevant organisational policies. Advises on relevant standards issues at all management levels across a program/project and/or relevant corporate function. Balances risks and the compatibility of solutions with legislation, financial and other organisational constraints. Manages multiple demands. Exercises sound evidence-based judgement.

Innovation

- Able to think innovatively and strategically on program/project and organisation-wide issues. Identifies where and how problems can be solved. Works to reach implementable solutions, challenging existing approaches where necessary. Establishes innovative approaches in the program/project. Works to improve quality through the implementation of management improvement systems and processes. Encourages others to think and act creatively. Understands and interrelates factors across a number of services. Develops alternative scenarios and actions to meet multiple objectives up to 3-5 years into the future, and/or resolves multiple challenges.

Understands the underlying issues, identifies commonalities and differences and reconciles conflicting priorities and objectives.

Skills & Experience

To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills.

Academic or Professional Qualifications

- Tertiary Qualification in either Social Welfare, Business Management or other industry related discipline.

Skills & Delivered Performance

- 5-10+ years' experience in a Senior Management or Executive Level position
- Understanding of disability sector and NGO sector
- Experienced analysis of financial and non-financial information
- Experience with providing strategic leadership and direction in a transforming environment
- Proven ability to manage, supervise and provide leadership
- Demonstrated leadership to a team during periods of organisational change
- Proven ability to exercise sound judgment in complex decision making
- Experience in liaising with Government funding bodies
- Demonstrated excellent written, verbal and interpersonal skills
- Demonstrated high level of organisational skills including the capacity to set priorities and work to deadlines
- Experience in the use of Microsoft desktop products such as Word, Excel and Outlook
- Ability to work effectively as part of a team in a fast-changing environment
- Affinity with non-profit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

Special Requirements (Essential)

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain DCSI (Child Related) clearance
- Participate annually in the performance appraisal process to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations

- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Some out of hours work may be required
- Inter/intra state travel may be required
- Apply WHS legislation and organisational requirements to create and manage a safe work environment

Authority to Act

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

NDIS Code of Conduct

There are 7 minimum standards Community Living Australia and their workers must meet:

- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

Accepted and Approved

Employee			
Name:			
Signature:		Date:	

Chief Executive

Name:

Signature:

Date: