

Position Description

Senior Service Development Consultant

Reports to:	Director Client Services
Directorate/Department:	Client Services
Number of direct reports:	As per Organisational Structure
Employment Type:	Full-Time Fixed Term Contract (12 months)
Salary/Award Classification:	Level 5 – Social, Community, Home Care and Disability Services Industry Award 2010 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 Senior Service Development Consultant will provide day to day line management support to the Service Development Team to provide guidance, support, and direction in overseeing work allocation/distribution.

The role will review relevant service development practices and undertake client facing work as required.

Principal Duties

- Provide 1-1 line management and support for Service Development Consultants and Officers
- Oversee work allocation and distribution, and track timeliness of service
- Act as a key contact point across the organisation with Client Services Regional Managers and Coordinators, Business Services, and on CLA projects
- Maintain knowledge of NDIS and WHS requirements and keep team advised
- Ongoing review and improvement of Service Development work practices
- Oversight of new and ongoing services for compliance with business rules and contracts
- Track and report on service demand and capacity across all regions

- Undertake client facing Service Development Consultant work (as required)
- Assist and support the delivery of SIL, acting as a source of knowledge
- Complete end of month reporting to the Director Client Services in a timely manner
- Contribute to the development of an organisational culture that is supportive of change to better meet the goals of the clients and the organisation
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives
- Apply WHS legislation and create and manage a safe work environment
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation

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

Core Competency/Capability

(NDS – M7)

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

- General knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability. Understands the role, vision, mission and values of the organisation. Aligns with sector and organisation approaches and values. Understands the strategic direction under which the organisation operates.

Leadership & teamwork

- Lead a small team and/or participate as an effective team member. Supports other team members, sharing knowledge and information. Participates in professional team meetings. Plans and schedules own work independently. Monitors progress against work plans and required outcomes and takes appropriate corrective action.

Communication

- Effectively handles complex, sensitive issues and collaborates with other work areas. Uses positive engaging techniques and adapts own style to needs of other person. Has effective listening skills and seeks, provides and/or shares information in an appropriate and respectful manner. Drafts and liaises on written work; prepares complex management reports. Has a network of relevant contacts in other work areas.

Client and customer relations

- Develops the capability to effectively assist customers to address/resolve a range of their needs and expectations. Develops working relationships with other work areas to assist in customer service. Maintains confidentiality and understands diversity. When required, involves more experienced staff in the more sensitive or serious matters. Develops working relationships with stakeholders.

Personal accountability

- Ensures adherence to organisation policies & procedures and all relevant government legislation and relevant standards. Recommends changes to procedures and quality standards that may impact across other work areas. Analyses and mitigates risk. Ensures appropriate use of resources. Encourages others to make a positive contribution to the work environment and to health, safety and wellbeing. Adopts a professional approach to personal accountability. Develops the capability to promote and market service offerings.

Innovation

- Identifies opportunities for innovation. Adopts a creative and resourceful approach. Takes personal responsibility for continuous improvement and quality in own work. Solves most problems in own work and participates in wider problem identification and resolution tasks. Applies improvement processes.

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

- Minimum Diploma in Disability, Community, Management, Social or Human Services, or demonstrated competence/experience.

Skills & Delivered Performance

- Demonstrated ability to motivate, lead, manage and supervise staff
- Experience in supporting and advocating people with disabilities in community settings (preferred)
- Experience in NDIS processes (preferred)
- Excellent written, verbal and interpersonal skills
- Demonstrated initiative and problem solving ability to ensure the highest quality of service provision
- Effective communication with and assisting clients and carers with demonstrated commitment to customer service
- Sound working knowledge of administrative procedures and practice, including contract compliance
- Experience in engaging with and maintaining long term partnerships with a wide range of services, programs and community representatives
- Experience in the use of Microsoft desktop products such as Word, Excel and Outlook
- Affinity with nonprofit 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 a DHS Disability Services Employment Screening
- Obtain and maintain DHS Working With Children Check (*required only when working with children (under the ages of 18)*)
- Have and maintain a Safe Environments for Children and Young People Certificate (where applicable)
- Participate annually in the performance appraisal process to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Attend meetings, training and professional development as required
- Some out of hours work may be required
- Inter/intra state travel may be required
- On-call availability on a rotational basis is required

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:

Director Client Services

Name:

Signature:

Date: