

POSITION: **Services Manager**

RESPONSIBLE TO: Regional Leader

DIRECT REPORTS:

- Senior Support Workers
- Support Workers

OTHER KEY RELATIONSHIPS:

- Cootharinga North Queensland customers and their stakeholders
- Executive Leadership Team
- General Manager Capacity Building
- After Hours Services Co-ordinator
- Cootharinga North Queensland Rostering, compliance and other key staff
- National Disability Insurance Agency
- Other stakeholders and agencies, including but not limited to:
 - Queensland State and Commonwealth Government departments
 - Regional Government authorities
 - Insurance companies and other commercial purchasers

JOB PURPOSE: To manage the overall delivery of support services to ensure the achievement of customer's goals and objectives.

To ensure all supports you are responsible for are delivered within established budgets.

To effectively and efficiently manage and lead staff and their performance with a key focus on exceptional customer service and satisfaction.

To positively engage with customers and their families in day to day service delivery.

ROLES & RESPONSIBILITIES: Services Manager Queensland Region

As a Senior Leader:

1. Provide effective leadership, support and guidance to your teams, consistent with the Vision, Values, Purpose and Strategic Directions of Cootharinga North Queensland.
2. Effectively model our organisational structure and work together with all Senior Leaders to deliver collaborative leadership across the organisation, to achieve customer and business outcomes.
3. Take responsibility to work with your peers to deliver evidence-based, effective and tailored communication across all Cootharinga North Queensland staff groups and business activities.
4. Effectively implement and communicate Cootharinga North Queensland's Strategic Directions and business strategies.
5. Participate in the development and ongoing review of your area's budget and take responsibility for the management of business, human and physical resources at your disposal to deliver effective financial performance for your areas of operation.
6. Assure adherence to Cootharinga's Governance and Policy framework.
7. Work effectively with Regional Leaders overseeing your area of operation and with the Executive Leadership Team, in general.

Customer Service

8. Provide high quality supports to customers in implementing, managing and maintaining their individual NDIA plans. Ensure customers are offered the opportunity and encouraged in a positive manner to make their own decisions and choices about their lives and lifestyles in line with their NDIA plan.
9. Take ownership of Cootharinga's approach to, and reputation for, excellence in customer service, instilling the same in your staff.
10. Undertake regular customer and stakeholder meetings and engagement to actively seek and action feedback from staff and customers to improve service and identify opportunities for improved customer outcomes.
11. Ensure individualised customer plans are regularly reviewed and updated to ensure all customer records are up to date and accurate.
12. Be responsible for core rostering of staff with specific matching to customers and ensure efficient services delivery and rostering management.
13. Work collaboratively with the Rostering team and After Hours Coordinator on specific rostering and service delivery matters.
14. When required, undertake the role of case manager to ensure effective communication and coordination between services, staff and stakeholders
15. Investigate customer and staff incidents and maintain necessary records of service provision, including accurate reporting, ensure relevant information is communicated to appropriate stakeholders.
16. Attend to critical incidents between the hours of 6.00am to 6.00pm to uphold Cootharinga North Queensland's service delivery, and reputation and safety for all stakeholders involved.
17. Ensure reportable incidents as per definition provided by the NDIS Quality and Safeguard Commission are notified within legislative requirements.

Leadership

18. In conjunction with the Regional Leader, ensure recruitment and retention of quality staff through identification of training needs, providing support, mentoring and developing future leaders.
19. Drive and extend positive relationships with key internal and external stakeholders
20. Provide feedback to staff and management on objectives, performance and changes within Cootharinga, the industry and your Region.
21. Foster close liaison and cooperation across all services of Cootharinga.
22. Actively manage and lead the performance of direct reports ensuring an overall high performing team including core rostering, leave and human resource management (such as personal details, performance discussions, performance plans and appraisals).

Business Performance

23. Take ownership for delivery of services to a high quality and within agreed budgets.
24. Achieve business growth through the extension of relationships with customers and family members and within the community.
25. Prepare, own and manage budgets, management reports and services related quotes. Regularly report to your Regional Leader on the budget for your respective area.

General

26. Identify, develop, implement and review strategies, procedures and controls in order to achieve budget targets.
27. Ensure timely and accurate updating of information in all business systems.
28. Ensure services are provided so as to adhere to relevant industry legislation and standards.
29. Comply with Cootharinga's Workplace Health and Safety policy and procedures by:
 - Ensuring safe work practices are adhered to;
 - Applying Cootharinga's processes for hazard identification, incident reporting, incident investigation and control measures;
 - Leading by example and working safely to ensure your own safety and that of others at every opportunity;
 - Reporting any workplace safety incident to your Manager and Human Resources by utilising the notification reporting form.
30. Undertake other roles and responsibilities as assigned, and deemed appropriate by the Regional Leader, to meet business and service delivery requirements that fit within both your direct and transferrable skills and experience.

KEY RESULT AREAS:

1. Monitor the performance and effectiveness of the services within established budget parameters.
2. Monitor, support, manage and lead staff for high performance.
3. Ensure customer satisfaction and positive engagement.
4. Achieve business growth through the extension of relationships with customers.
5. Manage the service provision in accordance with relevant legislative requirements.
6. Foster close liaison and cooperation across all business units within Cootharinga.
7. You will be required to enter into an annual *Developing High Performance – Performance Agreement*, which will outline specific performance indicators, targets and stretch targets and learning outcomes relevant to our business environment.

GENERAL PROVISIONS:

1. It may be necessary for the Services Manager to work outside standard hours and some remote travel may be required periodically and with notice. Some interstate travel may be required from time to time.
2. The Services Manager is required to be available between the standard hours of 6.00am and 6.00pm Monday to Friday in the case of critical incidents arising.
3. You will be expected to work independently/autonomously, at times, and also as a contributing member of a team.
4. In consultation with you, Cootharinga North Queensland may alter the duties of this position by 25% to meet business and service delivery requirements without a requirement for job redesign.

SELECTION CRITERIA

ESSENTIAL:

1. Ability to develop, manage and lead a high performing team.
2. Ability to manage business performance and achieve targets whilst operating within agreed budgets.
3. Proven excellence in verbal and written communication, and highly developed interpersonal skills within a range of people, groups and audiences.
4. Ability to implement procedures and practices in accordance with organisational policy within a changing environment.
5. Confidence in working in a technologically advanced and changing business environment.
6. "C" class drivers License.
7. Current Senior First Aid Certificate.
8. Must hold or have the ability to obtain all necessary licensing, checks and qualifications relevant to the industries that we operate in.

DESIRABLE:

9. Relevant Tertiary Qualifications and experience in relevant industry.
10. Experience or experience within the National Disability Insurance Scheme (NDIS), Aged Care Funding and/or other Government funding streams.