

POSITION DESCRIPTION

POSITION IDENTIFICATION

POSITION TITLE:	Service Manager
CLASSIFICATION:	Level 3 As per LHMU SA-Leveda Incorporated Union Collective Agreement 2007-2008
RESPONSIBLE TO:	Area Manager, Accommodation Services, Leveda Inc

JOB AND PERSON SPECIFICATION APPROVAL

Chief Executive Officer

JOB SPECIFICATION

- 1. Summary of the broad purpose of the position in relation to the organisation's goals (its expected outcome and how it is achieved).**
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Responsible to the Area Manager within Leveda Inc for the leadership of a small team of staff who together ensure the provision of direct care services for people with disabilities and high supports needs, by providing a range of quality community-based services which meet individual client needs.

- 2. Accountability and Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation).**
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Work within the Values and Policy framework of Leveda Inc as formally issued and updated from time to time. Work within the delegated level of decision making in relation to client matters and the financial delegations as per Delegation of Authority Policy and Procedure. The Service Manager is responsible to the Area Manager.

3. Special Conditions (such as non-metropolitan location, travel requirements, frequent overtime, etc.).

- 3.1 Must be prepared to work over seven (7) days, including evenings, nights and sleepovers.
- 3.2 Certificate III in Community Services, Disability or equivalent essential and management/leadership training desirable. If certificate/qualifications in leadership/management are not held a commitment to begin to undertake such training within six months is essential.
- 3.3 Flexibility and a willingness to travel and work between work locations.
- 3.4 Must be prepared to relocate within any Leveda Service if the need arises.
- 3.5 Current Manual Handling Certificate (i.e. obtained within last 12 months, of commencement date) and physically able to undertake manual handling procedures.
- 3.6 Satisfactory Functional Capacity Evaluation with a practitioner of Leveda's choosing and at Leveda's discretion.
- 3.7 Current driver's licence and a willingness to drive Leveda's vehicles.
- 3.8 A current Senior First Aid Certificate as specified by Leveda
- 3.9 Leveda has a non-smoking policy on all worksites.
- 3.10 Some work outside of normal rostered hours may be required.
- 3.11 Appointment to a position is subject to a satisfactory medical and police check.

4. Statement of Key Outcomes/Activities (group into major areas of responsibility/activity).

4.1 Ensure clients' needs are met by –

- 4.1.1 providing direct care in a supportive and safe environment; and leading a team of staff to provide direct support
- 4.1.2 identifying the developmental needs of clients and designing and implementing programmes based on client need
- 4.1.3 enhancing opportunities for learning, skill development and independence for clients
- 4.1.4 assisting clients with the management and safety of their finances including negotiations with family and the Public Trustee
- 4.1.5 co-ordination, implementation and ongoing monitoring of service plans and other client planning and recording mechanisms
- 4.1.6 maximising opportunities for clients to participate in and contribute to their local community
- 4.1.7 supporting and encouraging family relationships and friendships

- 4.1.8 acting as an ambassador, role model and/or advocate for clients, the particular service and Leveda generally; eg. maintaining high personal standards with respect to personal appearance, presentation and social behaviour
- 4.1.9 maintaining co-operative relationships and liaising with other agencies as appropriate
- 4.1.10 organising and participating in Client/Parent and friends Advisory Meetings
- 4.1.11 promoting the dignity and positive image of clients within the community
- 4.1.12 maximising opportunities for physical and social integration of clients in the general community; eg co-ordinating activities and actively supporting clients to participate in recreation and leisure activities
- 4.1.13 facilitating client communication and enhancing their choice and decision making processes
- 4.1.14 implementing service policies and procedures as directed
- 4.1.15 supporting service redevelopment to meet the needs of clients at the service and across the organisation
- 4.1.16 implementation of Leveda's Health Care Policies
- 4.1.17 developing contacts with and utilising community-based health care supports and facilities
- 4.1.18 liaising with health care staff, e.g. RDNS
- 4.1.19 maintaining appropriate and timely management of the administration of medication and associated records
- 4.1.20 initiating and monitoring individual client health plans
- 4.1.21 ensuring that staff are adequately trained for supporting the clients associated with the service
- 4.1.22 supporting client choice of medical/health services including alternative therapies
- 4.1.23 supporting clients to attend and participate in medical appointments and follow health care advice
- 4.1.24 supporting clients to live a healthy lifestyle

4.2 Ensure that staff are supported in their role and are able to effectively carry out their duties by –

- 4.2.1 supervision and support of individual staff members, students and volunteers and people undertaking work experience
- 4.2.2 ensuring new staff are adequately orientated
- 4.2.3 contributing to regular appraisals of staff performance as per Leveda Policy
- 4.2.4 ensuring that staff are aware of, and adhere to, relevant Agency policies and procedures
- 4.2.5 providing opportunities for staff training and development
- 4.2.6 providing a positive work environment and a team approach
- 4.2.7 training staff (including potential staff) in relation to relevant policies and procedures and service work practices
- 4.2.8 adhering to the organisation's Quality Systems, including conducting annual Service Management Plans and participating in Continuous Improvement Reviews eg Service Excellence Framework.

4.3 Responsibilities to promote the Principles of Active Support

Ensure the principals of Active Support are provided by maximizing opportunities and strengths, and individual support needs are met through:

4.3.1 Promote Active Support principals with the team by

- 4.3.1.1 Adhering to the Active Support policy
- 4.3.1.2 Being an effective role model to clients
- 4.3.1.3 Working with colleagues to enhance the service and meet the needs of the people using the service

4.3.2 Provide direct support for clients and ensure individual needs are met through;

- 4.3.2.1 Keeping updated with best practice
- 4.3.2.2 Supporting people to attend to their personal care needs and hygiene, maintain their home environment and engage in activities of their choice in line with their person centered plans
- 4.3.2.3 Assisting clients to maintain positive contact with their families and friends, and liaising with outside agencies as instructed
- 4.3.2.4 Encouraging, empowering and enabling development of skills and links in the community
- 4.3.2.5 Supporting clients in a manner that shows respect and increases independence, communication and self respect
- 4.3.2.6 Supporting people to develop and maintain their chosen lifestyle
- 4.3.2.7 Working flexibly with changing plans and re-prioritising to meet the needs of the people we support

4.4 Ensure that the service operates in a systematic manner and within budget by –

- 4.4.1 contributing to and assisting to maintain the staff rostering system including utilising the Leveda electronic rostering system
- 4.4.2 contributing to the cost centres financial management within the budget allocation
- 4.4.3 proper attention to accurate recording and reconciliation of petty cash
- 4.4.4 ensuring that required statistical information and other administrative records are properly maintained and reported on.

4.5 Assist in maintaining an effective team and smooth operation and development of the organisation by:

- 4.5.1 maintaining a professional approach in the workplace by adhering to Leveda's values and goals
- 4.5.2 maintaining professional and technical knowledge by attending relevant training workshops or seminars, as required by the organisation, funding bodies and legislative requirements
- 4.5.3 maintaining client confidentiality and protecting operations by ensuring sensitive information is kept secure
- 4.5.4 contribute to the development of the organisation by participating in organisational initiatives such as Service Excellence Framework and external projects such as the LIVE Project
- 4.5.5 maintaining Equal Opportunity principles in the workplace by adhering to Equal Opportunity legislation and relevant Human Resource policies
- 4.5.6 maintaining and demonstrates a commitment to customer service by supporting Leveda's continuous improvement processes
- 4.5.7 maintaining a culturally aware and sensitive profile with the customer base and other staff of the organisation by adhering to Leveda's values and contributing to staff development, knowledge and understanding of cultural diversity
- 4.5.8 Respectful of clients and their families and carers as valued members of the community and awareness of appropriate current philosophy relating to the provision of services to individuals eligible for Leveda service
- 4.5.9 an awareness of responsibilities under Equal Opportunities legislation.
- 4.5.10 implementation of Leveda's Maintenance Policy and Procedures

5. Child and Vulnerable People Safe Organisation

- 5.1 Undertake to observe Leveda's Child and Vulnerable People Safe Polices and Practices
- 5.2 Undertake to cooperate with strategies to actively ensure that safety, protections and well-being of children and other vulnerable people e.g. Leveda clients, who come into association with the organisation.

6. Occupational, Health, Safety and Welfare (OHS&W)

- 6.1 Maintain a healthy and safe workplace by:
 - 6.1.1 taking reasonable care to protect own safety and that of others whilst at work;
 - 6.1.2 adhering to and implementing, OHS&W policies, procedures and plans
 - 6.1.3 recognising and identifying risks; act accordingly when they arise
 - 6.1.4 using and maintaining equipment provided for health or safety purposes;
 - 6.1.6 not being affected by consumption of alcohol or a drug in such a way as to endanger own safety or that of others in the workplace
 - 6.1.7 reporting any identified unsafe conditions, risks, hazards as soon as possible as per Leveda's Hazard Management Policy
 - 6.1.8 adhering to Leveda's Manual Handling plans
 - 6.1.9 actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programmes
 - 6.1.10 ensure that employees are consulted on, are aware of, and observe all Occupational Health and Safety as outlined in organisational Occupational Health Safety and Welfare Policy
 - 6.1.11 monitoring employees performance against Leveda's Occupational Health and Safety standards
 - 6.1.12 undertaking regular hazard inspections of service locations
 - 6.1.13 responding immediately to Occupational Health and Safety issues in service locations

Read, understood and acknowledged by applicant:

Name:

Signature:

Date: / /

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

EDUCATION: Certificate III Community Services, (Disability), or equivalent. (Essential)
Certificate IV Community Services; (Desirable)
Supervision/Management Training (Desirable)

EXPERIENCE:

1. Experience in community-based human services.
2. Experience in working with persons with intellectual disability and their families.

SKILLS:

1. Ability to implement developmental programmes.
2. Ability to lead other staff and students.
3. Ability to implement principles of normalisation.
4. Ability to act as a role model for staff in meeting client individual needs

PERSONAL ATTRIBUTES:

1. Initiative and self-motivation.
2. Ability to relate on an interpersonal level with parents, clients, advocates, team members and staff from other agencies.
3. Commitment to the welfare, rights and personal development of people with an intellectual disability.
4. Competence in written & verbal communication.
5. Maintaining a culturally aware and sensitive profile with the customer base and other staff of the organisation by adhering to Leveda's values and contributing to staff development, knowledge and understanding of cultural diversity.
6. Respectful of clients and their families and carers as valued members of the community and awareness of appropriate current philosophy relating to the provision of services to individuals eligible for Leveda services

SPECIAL CONSIDERATIONS:

1. Willingness to undertake further study/training
2. Must be in good health and physically able for which medical evidence may be required.

LAST REVIEW							
Version	Created/Revised Date	Next Review	Sections Changed	Created/Amended by	Procedure Type	Approved by	Code
	11.1.2010	11.01.2011		HRM	JD	CEO	JDSER05