

POSITION DESCRIPTION

POSITION IDENTIFICATION

POSITION TITLE: Area Manager

CLASSIFICATION: **Level 5**
As per LHMU SA-Leveda Incorporated Union
Collective Agreement 2007-2008

RESPONSIBLE TO: Executive Manager, Accommodation Services

JOB AND PERSON SPECIFICATION APPROVAL

Chief Executive Officer

JOB DESCRIPTION

- 1. Summary of the broad purpose of the position in relation to the organisation's goals (its expected outcome and how it is to be achieved).**
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Responsible for the provision and effective delivery of programs and services for individual clients and the organisation. Delegated responsibility for the management of a number of client support teams who together ensure the provision of effective, high quality support services for Leveda.

- 2. 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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The Area Manager is responsible to the Executive Manager, Accommodation Support and has line management responsibilities for Service Managers and Community Support Workers. Work within the Values and Policy framework of Leveda Inc as formally issued and updated from time to time.

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

- 3.1 Current driver's licence is essential
 - 3.2 Willingness to undertake and maintain (at Leveda cost) specified First Aid Certificate
 - 3.3 Some work outside of normal hours is required for which Time off in Lieu (TOIL) can be taken
 - 3.4 Will be required to be 'On Call' (part of a rotating roster) for which an allowance will be paid
 - 3.5 Must be willing to work 'on roster' in emergency situations if required for which appropriate rates of payment will apply
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4. Statement of Key Outcomes/Activities (group into major areas of responsibility/activity).

- 4.1 Ensure Service Managers are supported in their role and are able to effectively carry out the duties by -
 - 4.1.1 providing regular supervision sessions
 - 4.1.2 implementing a system of regular staff appraisal/performance management
 - 4.1.3 monitoring and addressing ongoing staff training needs
 - 4.1.4 overall management of staff rosters
 - 4.1.5 developing and implementing effective team processes
 - 4.1.6 providing guidance in respect to staff leadership and role modelling
- 4.2 Ensure the implementation of service policies, procedures, systems and projects at a local level
- 4.3 Ensure services to clients are co-ordinated and meet client need by -
 - 4.3.1 the monitoring and implementation of service standards and quality systems
 - 4.3.2 overseeing the annual planning process for each client, ensuring that appropriate plans are in place and ensuring that reviews are undertaken regularly to determine the meeting of goals and timeframes
 - 4.3.3 assisting Service Managers to identify understand and respond to changes in client needs and monitor work practices designed to empower clients
 - 4.3.4 assisting with the development and monitoring of client developmental, behavioural and other support programs
 - 4.3.4 encouraging and involving clients in assessment and planning processes
 - 4.3.5 participating in reviews, working parties and meetings as required
 - 4.3.6 planning involvement and work with families and networks
 - 4.3.7 supporting Service Managers and staff to maintain records for clients and the general service in a manner that ensures that communication is efficient and effective
 - 4.3.8 maintaining a positive commitment to clients by assisting them to achieve their personal goals

- 4.4 Ensure that services are cost effective and are operating within budget by –
 - 4.4.1 managing service budgets
 - 4.4.2 working closely with Service Managers and other staff to monitor individual cost centres
 - 4.4.3 preparation of financial reports
 - 4.4.4 contributing to the development of budgets as part of the management team
 - 4.4.5 regularly reviewing cost factors associated with service delivery eg staffing rosters
- 4.5 Enable clients to contribute to the management of services they receive by –
 - 4.5.1 ensuring regular management advisory committees
 - 4.5.2 ensuring regular service meetings
 - 4.5.3 facilitating client and family participation in staff selection as appropriate
 - 4.5.4 ensuring developed client and stakeholder feedback mechanisms are effectively utilised
- 4.6 Ensure that client community participation and personal development is promoted and maintained by for example:
 - 4.6.1 fostering of neighbourhood and community involvement
 - 4.6.2 encouraging culturally appropriate public behaviour by staff and clients
 - 4.6.3 supporting the ongoing involvement of clients, family and friends
 - 4.6.4 supporting staff to assist clients to learn new things and develop their skills
 - 4.6.5 supporting the Service Managers to over view developmental, behaviour, health and other programmes and to utilise clinical expertise as appropriate e.g. RDNS Nurse and Clinical/Active Support Project Officer
- 4.7 Ensure that service staffing meets the needs of clients and expected levels of service quality through;
 - 4.7.1 Undertaking performance management with staff as required
 - 4.7.2 Overseeing the orientation of new staff to accommodation services
- 4.8 Ensure collaborative relationships are developed and maintained with other services, groups and agencies by -
 - 4.8.1 networking
 - 4.8.2 liaising with other relevant organisations, case workers or other professionals as required
 - 4.8.3 representing the organisation on committees, working parties
 - 4.8.4 promoting a positive image of clients and Leveda Inc.

- 4.9 Ensure risk is managed appropriately at the service level through;
 - 4.9.1 identifying and managing risk in relation to service delivery, staffing and administrative functions at the service level
 - 4.9.2 documenting risk issues through the established risk management system
- 4.10 Maintain required service quality standards, with a focus on continuous improvement through;
 - 4.10.1 staff compliance with established Policy and Procedure
 - 4.10.2 development and maintenance of annual service plans
 - 4.10.3 participating in auditing processes and developing required action plans
 - 4.10.4 working within established quality frameworks
- 4.11 Ensure services are sensitive to cultural and language issues
- 4.12 Ensure the implementation and adherence to all Equal Opportunity policy and procedures
- 4.13 Ensure personal continued development of knowledge and research in the areas of disability and community services/systems/management practices
- 4.14 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:
 - 4.14.1 managing and promoting active support principals with staff
 - 4.14.2 managing and providing direct support for clients and ensuring individual needs are met
 - 4.14.3 managing and ensuring the service operates in a systematic manner and within budget

5. Child and Vulnerable People Safe Organisation

- 5.1 Undertake to observe Leveda's Child and Vulnerable People Safe Policies 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 Ensure the implementation of, and adherence to, all Occupational Health and Safety and Rehabilitation procedures including –

- 6.1.1 ensuring that all staff within the delegated responsibility are aware of, and observe, Occupational Health and Safety policies and safe working practices
- 6.1.2 completing documentation, including relevant reporting and recording in a timely fashion
- 6.1.3 liaising with elected Health & Safety Representatives as required
- 6.1.4 keeping Senior Management informed of broader OHS issues and concerns
- 6.1.5 assisting with the co-ordination of return to work programmes for injured workers
- 6.1.6 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
- 6.1.7 monitoring employees performance against Leveda's Occupational Health and Safety standards
- 6.1.8 responding immediately to Occupational Health and Safety issues in service locations

6.2 Ensure own health and safety by:

- 6.2.1 taking reasonable care to protect own safety and that of others whilst at work;
- 6.2.2 adhering to and implementing, OHS&W policies, procedures and plans
- 6.2.3 recognising and identifying risks; act accordingly when they arise
- 6.2.4 using and maintaining equipment provided for health or safety purposes;
- 6.2.5 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
- 6.2.6 reporting any identified unsafe conditions, risks, hazards as soon as possible as per Leveda's Hazard Management Policy
- 6.2.7 actively supporting any colleague who may injure themselves at work including supporting colleagues on return to work programmes

Read, understood and acknowledged by applicant:

Name:

Signature:

Date: / /

PERSON SPECIFICATION

ESSENTIAL MINIMUM REQUIREMENTS

EDUCATION	Certificate IV in Business/Frontline Management or equivalent management qualification. Appropriate community services qualification, e.g. Degree in Disability Studies or Diploma in Community Services, Disability Work.
EXPERIENCE	<ol style="list-style-type: none">1. Experience in the supervision and management of staff2. Experience supporting individuals with a disability3. Experience in facilitating and implementing change4. Experience operating in an office environment5. Experience managing multiple staff teams across multiple locations
KNOWLEDGE	<ol style="list-style-type: none">1. Broad understanding of human behaviour, with emphasis on small groups and community structure and processes2. Knowledge of resources in the community and their utilisation3. Knowledge of relevant legislation
SKILLS	<ol style="list-style-type: none">1. Skills in supervision of staff2. A high degree of organisation skills including the ability to direct and manage other staff3. Effective verbal and written communication skills4. Ability to use a computer to an intermediate level5. A demonstrated ability to work in a team environment6. High level of interpersonal and conflict resolution skills7. Ability to develop extensive personal and professional networks8. Skills in research, evaluation and planning9. Time management skills10. Motivated to work with families, children and adults with a disability and complex support needs11. Self-motivated, energetic and positive12. Ability to recognise conflict situations and solve them appropriately13. 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

14. 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. Willing to undertake study for an approved qualification (if not already in possession of such) within a time frame as determined by the Employer and participation in continuing training and development to maintain professional knowledge and skills
 2. Understanding of cognitive disability and complex support needs and its impact on individuals, their family and society
 3. Understanding range of life needs of people with a cognitive disability and complex support needs