

Job Description Form

Classification Evaluation Date: 14 October 2014

Current Version Date: 27 February 2017

Area Manager

Position Number: GENERIC
Classification/Level: Level 7
Award/Agreement: Public Service General Agreement 2014
Organisation Unit: Local Operations
Physical Location: Metropolitan & Country WA

This Position Reports To:

Position Number: <Various>
Position Title: Regional Manager
Classification/Level: Level 8

Positions Under Direct Supervision:

Level/ Title: 1 x L2 - Administrative Support Officer
Various - L4/5 - Local Coordinator

Organisational Context

The Disability Services Commission is the State Government agency responsible for advancing opportunities, community participation and quality of life for people with disability.

Established in 1993 under the Disability Services Act 1993, the Commission provides a range of direct services and support and also funds non-government agencies to provide services to people with disability, their families and carers.

The Commission also partners and collaborates with disability sector organisations, business, government and other stakeholders to improve participation, inclusion and access for people with disability across the community.

The National Disability Insurance Scheme (NDIS) model of delivery in Western Australia is founded upon a highly personalised, local relationship based approach, focused on enabling individuals to plan for their current and future needs. The Commission is central to the planning, preparation, delivery and management of the NDIS in Western Australia.

Our Vision: All people live in welcoming communities that facilitate citizenship, friendship, mutual support and a fair go for everyone.

GENERIC; Area Manager L7

The Commission seeks to employ staff who demonstrate the following capabilities and values:

Capabilities:

Shapes and manages strategy
Effective decision making
Communicates and influences effectively
Achieves results
Exemplifies personal integrity and self-awareness
Builds productive relationships.

Values:

Commitment — to our vision for people with disability and their families
Respect — values cultural diversity and encourages everyone's unique contribution
Integrity — is honest and truthful about decisions and actions
Working together — works together cooperatively to get things done and pursue our vision
Openness — decision-making and communications are clear and transparent
Leadership — actions reflect leadership responsibilities
Accountability — are openly accountable for decisions and actions
Continued learning — are committed to a culture of excellence and continued learning.

The Commission is an equal opportunity employer and embraces diversity as we believe the best products and services come from a workplace in which varied viewpoints are welcomed and encouraged.

Key Work Description

This position is responsible for planning, managing and leading the implementation of the Local Coordination program and other Commission initiatives in the area. The Manager supervises and supports Coordinators to ensure quality supports and services to people with disability family and carers. The position operates with a high level of autonomy and is accountable for effective service delivery and quality outcomes. The Manager is a contributor to the directorate management team.

The Local Coordination program promotes choice and control in the hands of people with disability, families and carers. The program implements a self-directed supports and services approach to support people with planning, access to flexible, local community based supports and services and, where required, seamless funding. Working in partnership with the non-government sector, the project fosters local, decentralised decision making and community connection.

Work Description

This section outlines the results and outcomes required of an individual in this position.

1.0 Strategic Leadership and Management

- 1.1 Demonstrates capacity to operate at a system-wide level.
- 1.2 Provides strategic leadership and direction for the area Local Coordination team.
- 1.3 Approves and reviews all individual funding allocations in line with delegated decision-making and funding principles and guidelines.
- 1.4 Manages the human, financial and physical resources of the team.
- 1.5 Plans and manages delivery of staff development and training.

2.0 Policy and Program Management, Delivery and Evaluation

- 2.1 Interprets, manages and applies Commission programs to meet the requirements of the area clientele including determining eligibility.
- 2.2 Supervises and supports Local Coordinators and regional staff.
- 2.3 Ensures area compliance with all Commission policies, procedures and benchmarks.
- 2.4 Manages complex issues and resolves complaints from all stakeholders.
- 2.5 Monitors and evaluates program delivery and outcomes, drawing on information from data management, systems, and providing advice and recommendations to the Manager on improvements, issues, risks and trends.
- 2.6 Prepares reports, correspondence and briefing papers as required by the Manager and Line Management based on an up to date knowledge of issues and trends in the delivery of services for people with disabilities.

3.0 Partnerships and Collaboration

- 3.1 Demonstrates community leadership through collaboration with other government and non-government agencies and community stakeholders, and active participation in relevant community activities.
- 3.2 Builds and maintains networks to promote and improve service delivery.

4.0 Other

- 4.1 Complies with the requirements of relevant legislation (e.g. OSH, EEO, Public Sector Management etc.).
- 4.2 Represents the Commission as required.
- 4.3 Works in partnership with other Directorates to foster strong working relationships with service providers across WA.

Work Related Requirements

In the context of this position, able to demonstrate:

Qualifications

Highly Desirable

- Relevant tertiary qualifications.

Experience

Essential

- Experience in a management role within a human services environment.

Knowledge/Skills/Abilities

Essential

- Demonstrated ability to provide strategic leadership & direction to a team.
- Ability to achieve operational results and effectively plan to attain outcomes.
- Ability to build effective relationships and work collaboratively with a wide range of stakeholders, including families, non-government agencies and/or community members.
- High level communication skills, including the ability to provide advice, negotiate effective outcomes and resolve contentious issues.
- Demonstrated skills and experience in data management systems.
- Demonstrated positive and contemporary attitudes towards people with disability and their families.

Desirable

- Knowledge of and /or connection with the local area.


Special Equipment Requirements

Appointment is subject to a satisfactory National Police Clearance.
A current driver's licence and ability to travel in response to organisational needs.

Certification

Lorraine Gregoriadis, A/Executive Director Local Operations.

Signature



Date

27/02/2017

Disability Services Commission	
JDF Registration	
Sign	<u>W. DeLeonardis</u>
Date	<u>27/02/2017</u>