

## Job Description Form

Classification Evaluation Date: 06 April 2017

Current Version Date: 07 June 2017

### Intensive Support Practice Leader

Position Number: GENERIC  
Classification/Level: Level 7  
Award/Agreement: PSGOGA 2014  
Organisation Unit: Local Operations Directorate  
Physical Location: Metropolitan & Regional WA

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#### This Position Reports To:

Position Number: <Various>  
Position Title: Direction NDIS Operations  
Classification/Level: Level 9

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#### Positions Under Direct Supervision:

Level/ Title: Nil

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#### 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.

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

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.

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### 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.

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### Key Work Description

The position leads, manages and administers the Commission's 'Individuals with Complex Needs' program to ensure the delivery of high quality outcomes for eligible individuals. Provides practice leadership and direction to Regional Intensive Support Coordinators. Directs, develops and reviews operational policy, practice guidelines and standards and ensures services comply with relevant legislations and regulations. This position also develops strong working relationships with the Interagency Executive Committee (the Mental Health Commission, Department of Health, Office of Public Advocate, Department of Corrective Services, Department of Housing and Drug and Alcohol Office) and reports on complex strategic service delivery and case management issues.

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### Work Description

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

#### 1.0 Strategic Leadership and Direction

- 1.1 Leads, manages and administers the Commission's individuals with complex needs program to ensure the delivery of high quality outcomes for eligible individuals, aligned with the Commission's and Government's objectives and in accordance with legislative and corporate governance frameworks.
- 1.2 Develops strategies, plans, policies and procedures required for individuals with complex needs and integrates these with policy directions and broader human services initiatives to achieve effective service delivery and improved outcomes for individuals.
- 1.3 Provides practice leadership and direction to relevant internal stakeholders and staff within the region.
- 1.4 Provides operational policy advice to the Executive Director on complex matters related to individuals with complex needs.
- 1.5 Works collaboratively with senior staff in other directorates to ensure a comprehensive and coordinated approach to the development and implementation of options for individuals with complex needs, ensuring consistency with the policy directions of the organisation.
- 1.6 Prepares reports, correspondence, briefing papers and speech notes as required by the Executive Director, Director General, Board Chairperson and Minister.

#### 2.0 Individuals with Complex Needs Portfolio

- 2.1 Effectively coordinates and manages the Commission's Individuals with Complex Needs program providing specialist advice and support.
- 2.2 Directs, develops and reviews operational policy, practice guidelines and standards and ensures services comply with relevant legislations and regulations.
- 2.3 Leads the monitoring, investigation and compliance functions to support the administration of the service and ensures the assessment, treatment, care and protection of individuals with complex needs complies with the Act.
- 2.5 Ensures service delivery standards are met and drives service innovation and best practice models.
- 2.6 Motivates and supports relevant directorate staff and managers to support individuals with complex needs.
- 2.7 Assists the Executive Director to establish evidence-based benchmarks and performance indicators for individuals with complex needs and undertakes monitoring/reviews to ensure the portfolio delivers best practice performance and high quality outcomes.
- 2.8 Initiates performance and service improvement strategies to provide high quality individual focussed outcomes.
- 2.9 Ensures compliance with statutory requirements for the safeguarding and care of individuals with complex needs.

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- 2.10 Works collaboratively with the Executive Director to identify and actively manage emerging issues and areas of risk for individuals with complex needs, the Commission and the community.
- 2.11 Establishes and maintains effective working links with non-government service providers and the local community
- 2.12 Ensures state-wide comparability, consistency and coherency of standards within the regional teams

### 3.0 Stakeholder Engagement/ Relationships

- 3.1 Develops strong working relationships with the Interagency Executive Committee (the Mental Health Commission, Department of Health, Office of Public Advocate, Department of Corrective Services, Department of Housing and Drug and Alcohol Office) and reports on complex strategic service delivery and case management issues.
- 3.2 Successfully influences and negotiates to achieve optimal outcomes for the Commission and for individuals with complex needs.
- 3.3 Works collaboratively with relevant government agencies and Disability Support Organisations (as required to facilitate the effective operations of individuals with complex needs.
- 3.4 Develops effective consultative mechanisms with families/carers/guardians, disability service organisations, interest groups and the wider community to promote the rights of individuals with complex needs and ensure stakeholder engagement.

### 4.0 Personal Development

- 4.1 Participates in and contributes to regular supervision.
- 4.2 Participates in the Performance Development Process including investigating, applying for, and attending professional development and training opportunities in order to maximise current knowledge and stakeholder relationships.
- 4.3 Actively seeks and participates in learning experiences and professional development.

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### Work Related Requirements

In the context of this position, able to demonstrate:

#### Qualifications

##### Essential

- A tertiary qualification in relevant discipline or significant relevant experience.

#### Experience

##### Essential

- Demonstrated experience in identifying and driving innovative and sustainable service delivery improvements.
- Experience in leading and managing a complex community focused service.
- Sound experience in developing policy directions and practice expectations within human services sector.

#### Knowledge/Skills/Abilities

##### Essential

- Demonstrated ability to develop and align business strategies and operations with organisation and government objectives and the ability to identify and resolve issues to meet operational expectations.
- High level communication skills with the ability to develop and sustain relationships and partnerships with internal and external stakeholders through negotiation, understanding and promoting cooperation.
- Proven leadership skills to promote a culture of collaboration and teamwork with the ability to steer and implement significant reform initiatives and manage change effectively.

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### Special Equipment Requirements


Appointment is subject to a satisfactory National Police Clearance.

An Australian driver's licence and the ability to travel in response to organisational needs.

**Certification**

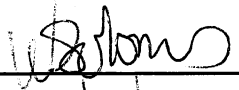
Lorraine Gregoriadis, Executive Director NDIS Operations.

Signature



Date

07/06/17

<b>Disability Services Commission</b>	
<b>JDF Registration</b>	
Sign	<u></u>
Date	<u>07/06/2017</u>