

# Position Description



<b>Title</b>	Manager Support Coordination
<b>Business Unit</b>	Disability Services
<b>Location</b>	TBD
<b>Employment type</b>	Ongoing and Full Time
<b>Reports to</b>	Senior Manager Disability Services

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The Manager Support Coordination is responsible for ensuring people with a disability and people with mental health conditions receive access to appropriate high quality, consumer-centric services consistent with their NDIS plans and that respect their decisions, needs and life choices. The position leads a team of Support Coordinators across Victoria and Tasmania and is required to have an excellent understanding of the disability and mental health sectors and the supports available to NDIS consumers. They will need to be able to develop and maintain productive and sustainable partnerships with other providers in these sectors.

The position is a member of the Consumer Directed Services (CDS) leadership team and will work collaboratively with the other members of this team to create consistent, effective structures and ways of working that enable the delivery of exceptional experiences, supports and services. The position will ensure compliance with all safety, quality, regulatory and contractual obligations.

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### 3. Scope

**Budget:** \$3M

**People:** Team Leaders Support Coordination  
30-40 indirect reports

### 4. Relationships

#### Internal:

- Executive and Senior Program Management
- Employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services
- Consumers, their families and advocates

#### External

- Government funding bodies and contracting organisations (e.g. NDIA, DHHS)
- Local Area Coordinators
- Disability and Mental Health services providers and professionals
- Other services supporting Uniting consumers

### 5. Key responsibility areas

#### Leadership

- Actively engage as a member of the CDS Leadership Team in implementing Uniting's Strategic Plan and business operational objectives.
- Provide overarching management, leadership and responsibility of Support Coordination services.
- Ensure the voice of the consumer is incorporated in all aspects of service delivery by regularly assessing feedback, compliments, complaints and opportunities for improvement.
- Lead and manage an engaged workforce in the delivery of disability support services that, through a person centred approach, achieves high quality outcomes for consumers of the program and other stakeholders.
- Ensure appropriate training and developmental opportunities are available to employees to enhance their practice
- Ensure that regular, appropriate supervision is provided that service delivery reflects contemporary practice.
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant).
- Contribute to regional and state-wide (where relevant) research, conferences, training and/or forums.

#### Service delivery and partnerships

- Lead and manage the business operations of Support Coordination services to ensure consumers are supported to take control of decision making about the services they receive

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- Ensure consumers have streamlined intake and a seamless transition to access the services and supports they require that ensure high quality outcomes
- Ensure pre-planning support is available to potential consumers seeking advice and guidance prior to accessing NDIS options
- Ensure consumers are engaged within 48 hours of referral to understand their NDIS goals, preferences and objectives
- Develop and implement strategies to ensure services are accessible to and inclusive of the diversity of consumers accessing services
- Identify, initiate and maintain a broad range of sustainable collaborative partnerships with local, regional and statewide service providers and networks and professional practitioners to ensure consumers have access to a broad range of supports to meet with needs and life choices
- Ensure strategies are in place to attract and retain consumers and work with senior management to grow Uniting's Support Coordination services
- Contribute to service planning and development through the provision of information to senior management regarding services operations and trends and identify opportunities for service enhancement
- Develop and maintain systems for collection and analysis of relevant data and other evidence to support continuous improvement, staff development and business development.
- Lead continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes

#### Administration and finance

- Forecast and prepare budgets and revenue targets for Support Coordination services and regularly monitor and review performance against targets.
- Monitor financial expenditure to ensure effective use of funds to deliver best client outcomes.
- Ensure consumer records are accurate, up to date and stored in adherence with confidentiality and privacy requirements
- Ensure all service targets, consumer satisfaction measures, financial and compliance requirements are met, regularly monitored and reported on accurately and within required timelines
- Assists Customer Service Hub to ensure that all client funds and referrals; Service Agreements and Service Bookings are developed

#### Marketing and Business Development

- Participate in key networking opportunities to build and promote Uniting's brand
- Acts as an 'ambassador', promoting Uniting to all relevant stakeholders
- Develop partnerships between NDIS Service Providers, Local Area Coordinators, generic services and communities to link and increase clients' independence and community involvement

#### People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Ensure ongoing training and development of employees
- Lead the team in leading practices and effective process governance

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- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

#### **Legal requirements & risk management**

- Ensure all legal, funding, compliance and statutory requirements are met including statutory reporting of serious incidents, reportable conduct, mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to Senior Manager Disability Services and work together to mitigate those risks in line with agency policies and procedures.
- Ensure compliance with all OH&S legislation and regulations
- Develop and implement Safety Action Plans to drive the achievement of the safety objectives and agreed safety goals

#### **Personal accountability**

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

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## 6. Person specification

### Qualifications

- Bachelor degree in Social Work, Community Services, Social Sciences, Disability or related discipline (essential)

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### Experience

- Significant management experience in disability, mental health or other human services (essential)
- Extensive and contemporary knowledge of and experience in understanding the needs of consumers with lived experience of disability and mental health, their families and carers and advocates.
- Knowledge of the NDIS Support Coordination function and its importance in building a consumers capacity
- Knowledge of relevant service providers across disability, mental health and other community service sectors
- Demonstrated commitment to service performance, evidence-based practice and improving outcomes for consumers
- Experience in developing and maintaining sustainable partnerships with funding bodies and other key stakeholders
- Experience and/or understanding of working in a commercial and competitive market environment

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values; respect the uniqueness and value of every individual; establish and maintain relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability.
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers.
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to contribute to strategic planning and ensure the achievement of strategic goals; ability to build strong, high functioning, multi-disciplinary teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision.
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; capacity to position Uniting as a trusted advisor to peak bodies and key stakeholders in the sector including government and funding bodies; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Program and Service Development** – Significant experience in the leadership and development of programs and services in a complex environment; sound understanding of the principles of service delivery within Consumer Directed Services.
- **Problem-solving** – proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment.
- **Change Management** – Strong knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale.
- **Communication** – Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports .

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#### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

**This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.**

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#### 8. Acknowledgement

**I have read, understood and accepted the above Position Description**

	Employee	Manager
Name:		
Signature:		
Date:		