



POSITION DESCRIPTION

POSITION TITLE:	Disability Manager 14 month Maternity Leave - Job Share position 26.8 hours per week until 30 June 2011 then 22.8 hours per week until Jan 2012
CLASSIFICATION:	6.1
DIVISION:	Disability
PROGRAM:	Disability
LOCATION:	Narre Warren as well as work performed at the request of the agency at any Windermere location
TENURE:	14 MONTHS
DATE:	Commencing 25 Oct 2010

1. HISTORY

Windermere Child & Family Services started with the formation in 1851 of what later became known as the Melbourne Orphanage in Windermere Crescent, Brighton – hence our name Windermere. Today, we are a secular, Not-For-Profit that continues to work with some of the most at risk, underprivileged and disadvantaged children and families in our community.

We work with children, individuals and families that are struggling with extreme issues such as physical, emotional and sexual abuse, neglect, family breakdown, suicide, unemployment, lack of housing, drug addiction, the affects (victims) of crime, and caring for loved ones with a disability and their families.

Our range of services and programs include:

- Counseling; for children who have been abused, are suicidal, suffer from addictive behavior, and those needing individual and family counseling
- Family Violence Counselling; for children and adults
- Disability Support Services; for those severely disabled
- Early intervention services for children with developmental delays
- Integrated Family Services; for parents and carers who are affected by the family's capacity to function
- Victims Assistance and Counselling Program; a counseling and case management service for the southern metro region
- Housing Support; for families who are facing homelessness

- Family Day Care; a vital alternative to child care where carers look after children in the carer's home
- Communities for Children
- In-Home Child Care: for families needing care in their own home

With headquarters at Narre Warren in Melbourne's southeast, Windermere assists thousands of kids and families. We work in arguably Australia's fastest growing urban corridor, where demand for our services is increasing at an alarming rate. With a staff of over 100, we provide services from nine locations with major centres at Narre Warren, Cranbourne, Pakenham and Berwick. The area in which we work encompasses 10 municipalities and a population of around 1.2 million people.

2. OUR MISSION AND VALUES

Windermere improves wellbeing in children, families and communities by helping to realize their potential, building resilience and connecting people to the community.

The following values help us achieve this mission:

- Leading with courage
- Striving to make a difference
- Recognising and building on people's strengths
- Being learning focused
- Working together through caring partnerships
- Encouraging people to seek meaningful connections
- Equality of access

3. POSITION OBJECTIVES, KEY RESULT AREAS AND RESPONSIBILITIES

The Manager is responsible for ensuring that the Disability Division's provision of a quality service is consistent with the Dept of Human Services (DHS) Funding & Service Agreement (FASA) and all other contractual agreements and legislation, including:

Objectives – Key Result Areas	Responsibilities	Performance Measures
Budget / Finance	<ul style="list-style-type: none"> • In conjunction with Business Services Manager, Client Services Manager, Program Manager and Coordinator develop Budget builds and implement and monitor same • Ensure income and expenditure in line with budget forecasts • Oversee the Coordinator in the monitoring of brokerage for the Flexible Support program Volume approximately 700,000 in 2010-2011 • Liaise with Finance staff and the Accountant on a six weekly basis • Approve/reject purchase orders within financial delegation • Overseeing Case Manager's, coordinators and Program Managers purchases on behalf of the Agency in accordance with the Service guidelines 	<ul style="list-style-type: none"> • Development of break even or better budget and ensure programs operate within these budgets in line with relevant government guidelines, Windermere policies and procedures and legislation whilst meeting all associated targets • Brokerage is administered in compliance with accounting policy re: monitoring of brokerage as demonstrated by annual audit results

Flexible Program & Support Packages	<ul style="list-style-type: none"> • Ensure program completes reorientation pilot objectives; • Ensure program compliant with all relevant guidelines and regulations/standards/legislation; • Liaise with DHS when completing Service Agreements and variations; • Monitor waiting lists; • Oversee the agency client database, CRISSP, accounting client database (projections) and data entry; • Approve Behaviour Support Plans and forward to Office of Senior Practitioner; and • To act at Authorized Practitioner Officer 	<ul style="list-style-type: none"> • All FSP reorientation pilot objectives met within timeframes stated in tender • All program targets met within required timeframes, to required standards and in line with regulations/standards/legislation • Oversee the collection of data for CRISSP, RIDS and Windermere data, and that all mandatory fields are entered and monitored in a timely manner. • All RIDS reports lodged within required timeframes and in line with legislation and standards
Family Choice Program	<ul style="list-style-type: none"> • Renew contracts as they come up for review every 6 months; • Submit to Administration 6 monthly updates of progress of contracts, any closures and any brokerage changes; and • Liaise with Agency Liaison Coordinator from Royal Children's Hospital if any problems arise as a result of the contract 	<ul style="list-style-type: none"> • Ensure all contracts current and appropriately billed
Individual Support Packages Program	<ul style="list-style-type: none"> • Liaise with DHS about the program; • Submit tenders for components of program as they develop; • Monitor agency client database development; • Oversee ISP income and ensure it is in line with contracts 	<ul style="list-style-type: none"> • Ensure all targets delivered in line with program guidelines • Ensure all income received in line with contracts
Contract case management	<ul style="list-style-type: none"> • Develop the private case management program; • Oversee program; • Re-new contracts as they arise and ensure billing 	<ul style="list-style-type: none"> • Develop program resources to ensure required written information available to staff and clients regarding service delivery and procedures • Ensure payment received for all contracts
Staff related activities	<ul style="list-style-type: none"> • Ensuring staff maintain required caseloads; • Ensuring staff meet all relevant Windermere Policy and procedures, Program guidelines, legislation and standards • Recruitment and orientation 	<ul style="list-style-type: none"> • Staff are orientated and training in all relevant Policy, procedure, guidelines, legislation and standards • Suitably qualified and experienced staff recruited and

	<ul style="list-style-type: none"> • Promote team to work within the Windermere Well-being Framework in accordance with the principles of Appreciative Inquiry • To positively contribute to the Disability Services team and to Windermere • Ensure all staff have supervision and performance appraisals in line with Windermere Policy - provide same • Performance management • To attend on prearranged dates and be actively involved in the 6 week performance review, 3 and 6 month probationary review and a recurring annual performance review with the relevant supervisor • To be on call for all after hours home visits • Maintaining professional standards and ethics as per standards of professional body, i.e. AASW, APS; 	<p>orientated in a timely and efficient manner across all programs</p> <ul style="list-style-type: none"> • Team satisfaction as measured by Organisational survey • 80% minimum supervision of staff – once a fortnight (pro rata) • 100% of staff have undertaken a 6 week induction review as well as 3 and 6 monthly probationary reviews and recurring annual performance appraisal based on agreed Windermere policy and guidelines • 100% of staff have measurable KPI's that are reviewed regularly (minimum 6 monthly) • Performance issues are addressed in line with Windermere policies
<p>Compliance related activities</p>	<ul style="list-style-type: none"> • Overseeing the implementation of Divisional Targets and Agency Strategic Plan and report back quarterly on same; • Implementing and monitoring relevant Standards, Regulations and Acts; • Provide data and feedback to funding bodies as required under funding arrangements, service agreements and legislation within the relevant timeframes including RIDS – monthly RIDS report, DSC Grievance reports, CQI reports, training reports, criminal history check reports etc • Responsibility for ensuring development of business plan including compliance report • Approve incident reports and forward to DHS within legislated timeframes • Ensure all activities relating to compliance completed in line with Business Plan • Provide reports and data to Board of Management or executive as requested 	<ul style="list-style-type: none"> • .Ensure business plan, divisional targets and Agency strategic plan implements and report to GM Client Services quarterly on same • 100% FASA compliance (monitoring through compliance checklist attached to business plan quarterly) • Ensure programs provided in line with relevant guidelines, procedures, policies and legislation

Policy Development and CQI	<ul style="list-style-type: none"> • To familiarize yourself with and adhere to Windermere's Policies and Procedures • Monitoring issues arising in practice and seeking to address these issues in co-operation with other Service Providers • Contribute to / participate in Continuous Quality Improvement (CQI) activities of the agency, and will implement CQI strategies into their work practices • Ensure implementation of Quality Framework • Oversee Consumer Consultative Committee and implement changes when appropriate to reflect consumer feedback • Primary responsibility for implementation of Diversity strategy and development of strategy to increase the participation of the Indigenous community • Complaints and Grievance management • Work within the Windermere Well-being Framework in accordance with the principles of Appreciative Inquiry • Oversee development, implementation and quarterly review of Risk Management plan 	<ul style="list-style-type: none"> • Identification and implementation of quality improvement strategies across the agency and specifically within program areas. • Consumer consultative committee held on a minimum of 6 weekly basis • Diversity strategy implemented • Grievances managed in line with Windermere policies – systemic issues addressed • Risk management strategies employed and reviewed quarterly
Networking	<ul style="list-style-type: none"> • Participating in network forums, reference and implementation groups, to influence program objectives, program development and raise profile of Windermere • Developing and strengthening networks with other Key Service Providers to maximise a co-ordinated approach to address client needs. • Attendance at Management Action Group and Service Management Group in line with TOR 	<ul style="list-style-type: none"> • Contribution to MAG (i.e.: attendance, participation, completion of tasks) in line with TOR • 100% attendance at Agency Forums
Program Windermere development /	<ul style="list-style-type: none"> • Participate in development of Strategic Plan and primary responsibility for development of Business Plan • Identify opportunities for growth and development and actively pursue same in line with Windermere Strategic Plan • Submit tenders for programs as opportunities arise and proactively seek funding for projects where no tenders exist • Participate in fundraising activities • Support research undertaken by Windermere 	<ul style="list-style-type: none"> • Complete a business plan in timely manner that facilitates a budgeting process and report quarterly. • Identification of, and response to new funding opportunities and submission of a minimum of 2 submissions/tenders for funding

General:

- Work inline with Windermere's organizational expectations and directives in relation to policies and procedures and the agencies mission, vision and values.
- Authority in respect of day-to-day operational matters. More serious issues such as termination are to be referred to the Chief Executive.

The employee will be expected to perform other duties as directed from time to time which are within the employee's skill and competence level.

Where there is inconsistency between KPI's in this Position Description and those within the Agency Objectives, the Agency Objectives will stand.

4. JUDGEMENT & DECISION MAKING

The incumbent is expected to work with direct supervision and receives limited direction in the day to day functioning of their program. It is expected that objective judgements be shown in all decision-making processes with reference to Windermere's policy and procedure manuals.

- Day to day decisions will be expected to ensure the adequate supervision and safety of staff and clients involved in this division.
- Problem solving, within area of expertise, and decisive actions will often be needed.
- Guidance and advice in relations to difficult matters will be available within an appropriate time frame from either the immediate supervisor.

5. INTERPERSONAL SKILLS

- Excellent verbal and written communication skills
- Empathy with, and the ability to gain co-operation and assistance from a range of people, in particular clients and other staff members
- Ability to discuss and resolve problems
- Tact and discretion
- Self-confident and able to set appropriate personal boundaries
- Mediation and conflict resolution skills
- Ability to work as part of a team at all levels of the agency

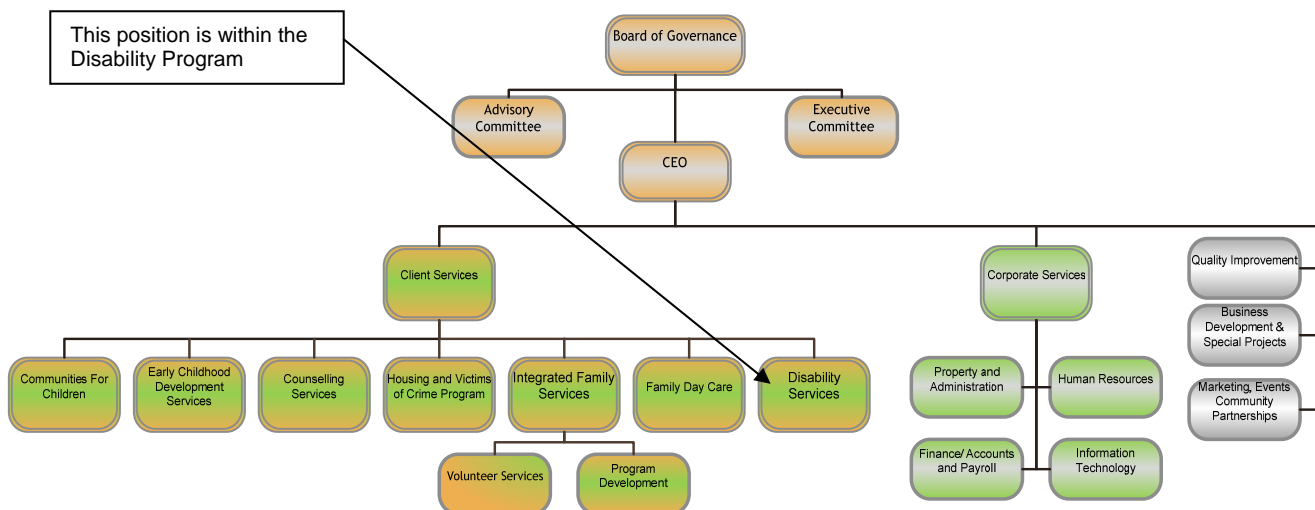
6. ORGANISATIONAL RELATIONSHIPS

Line Manager: General Manager Client Services

Supervises: Disability coordinator, staff and volunteers

Internal Relationships: Disability Team, Windermere divisions

External Relationships: DHS, Royal Children's Hospital, Service Providers, program participants



KEY SELECTION CRITERIA

MANAGEMENT SKILLS

Sound program management skills are required including;

- Budget management and financial monitoring skills;
- Administration, time management, priority setting, planning, and organizing;
- Ability to gain co-operation and assistance from others, work co-operatively with colleagues, and use authority constructively;
- Networking skills - well-developed ability to initiate and maintain contacts with a broad range of service providers and government agencies or funding bodies,
- Program development, management and implementation;
- Risk identification and intervention;
- Program evaluation ;
- CQI
- Public-Relations;
- The business aspects of welfare;
- Positive and constructive staff management and development.

OTHER RELEVANT SKILLS, KNOWLEDGE AND EXPERIENCE:

- Sound experience in welfare practice, knowledge and skills including the assessment of children/family and case management.
- Sound experience in working with persons of CALD and ATSI backgrounds and commitment to consumer engagement principles
- Knowledge of modern trends in the provision of services to people with disabilities and their families, knowledge of developmental delays and disabilities, and the implications for case management of the range of community services, relevant specialist services and other health, welfare and educational services available.
- Excellent verbal and written communication;
- Strong problem solving and conflict resolution;
- Comprehensive Computer skills
- .Demonstrated initiative and creativity & positive work ethic.
- Strong administrative skills and committed approach to record keeping.
- Knowledge of the Disability Act 2006 and the Disability Quality Framework
- Capable of prioritizing work and exercising discretion within established policies, guidelines & procedures
- Willingness to undertake a Police Check and Working with Children Check

Note: The qualifications and experience outlined in section 10 below make up part of the Key Selection Criteria required

7. QUALIFICATIONS AND EXPERIENCE

The position requires tertiary qualifications in Social Work, Social Sciences, Welfare, Community Health or Allied Health, or other relevant tertiary qualifications and experience.

Experience in the Disability field and/or Early Childhood Development field and previous supervisory experience is mandatory.

8. CONDITIONS OF EMPLOYMENT

Terms and conditions of employment are in accordance with the Employment Agreement and Windermere Child and Family Services policies and procedures.

Pre-Employment Disclosure - All appointments are subject to the candidate completing a Pre-Employment Disclosure Form regarding pre-existing illnesses or conditions that may affect their ability to perform the inherent requirements of the position and consideration of the completed form by Windermere.

Medical Examination - All appointments are subject to the satisfactory completion of a pre-employment medical examination at Narre Warren Medical Centre at Windermere's expense. Windermere will be advised by the medical practitioner whether the individual is fit to perform the role. Any medical opinion obtained by Windermere in respect of an unsuccessful candidate will be destroyed at the end of the selection process. In the case of an appointee, the medical opinion obtained will be stored in a secure location.

Probation Period - The first three months of your employment is a probationary period in which either of the parties may terminate your employment on 1 day's notice in writing to the other party. At any time during, or at the end of the three month probationary period, the Employer may advise you as to whether and/or on what basis your employment will continue beyond the initial probationary period.

A qualifying period of six (6) months applies to your employment. After the 3 month probationary period is completed, one weeks notice is required by either party upon termination in the final 3 months of the qualifying period.

Police Record Check - All appointments are subject to a clear National Police Record Check.

Working with Children Check – All appointments (dependant on position responsibilities) are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.

Occupational Health & Safety – To adhere to OH&S policies, procedures and guidelines and use all the necessary safety equipment provided and to report any defect in any such equipment or workplace hazards as soon as it comes to your attention.

Smoke free environment - Windermere is a smoke free working environment.

Place of Employment - You may be required to report for duties and work from any of Windermere's work locations throughout the service region.

Qualifications – The successful applicant will be required to substantiate formal qualifications.

11. WORK AND FAMILY BALANCE

Windermere understands the importance of promoting a family friendly working environment that seeks to support staff to find a healthy-work life balance.

Salary Sacrifice - Windermere employees have the option to access Salary Sacrifice through an external provider. Staff on an Employment Agreement can access this very generous provision of up to \$16,050 as tax-free salary sacrifice for both full time employees and part time employees.

Annual Leave - 4 weeks annual leave (cumulative) on full pay for 12 months continuous service. In addition 17.5% leave loading will apply to the total remuneration package.

Sick Leave - Windermere offers 12 days sick days in the first year of employment, 14 days in the second, third and fourth year of employment and 21 days in the fifth and following years of employment (pro-rata for part time employment), of which 12 days maximum can be taken as carers leave.

Flexible Leave Scheme - The 50/52 Flexible Leave Scheme enables staff to accrue an additional 2 weeks leave entitlement on top of their 4 week annual leave each year, by making an application to reduce the 52 week annual salary to a 50 week salary.

Christmas Break - As a sign of good faith, Windermere offers all staff time off between Christmas and New Years. This is subject to the organizational performance and considered annually.

Internal working Wellbeing and Rewards Committee (WARC) - Windermere values staff opinions and thoughts relating to employment benefits and working conditions, and have committed to the establishment of a WARC. This committee comprises staff members to advocate on behalf of service divisions. All recommendations from the committee are heard and considered by management for implementation.

Professional Development and Training - Windermere offers all staff members allocated monies and training hours to invest into **their** professional development relating to **their** field of work each year.

Infection Control - Yearly Flu injections provided for all staff.

Ergonomic Assessment - A professional ergonomic assessor will conduct a workstation assessment for each of the staff members within the various Windermere offices at the completion of their probationary period, and provide insightful advice and recommendations concerning individual workstations.

RDO's – Windermere is committed to employee wellbeing by providing a flexible work environment to help balance family and work/ life commitments by means of giving full time staff the option to partake in the rostered day off (RDO) entitlement.

Windermere is an equal opportunity employer and values diversity. Where possible, Windermere will examine ways to reasonably modify work practices to accommodate the successful applicants.

12. APPLICATION DETAILS

To maximise your opportunity for employment, it is recommended that you provide the following information:

- Covering application letter
- Statements addressing the key selection criteria required in the position description

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- Current Resume that includes a minimum of 2-3 referees

Windermere conducts thorough and detailed reference checks for short listed candidates. Shortlisted applicants will be asked to provide copies of relevant qualifications at interview.

Under Victorian Workcover legislation, it is the successful applicant's duty to advise Windermere of any pre-existing condition, which could be aggravated by the type of employment they are applying for. Failure to do so will seriously jeopardize any entitlement the employee might have for a work related aggravation of that non-disclosed pre existing condition.

Closing Date: 20 Sep 2010

For further information about Windermere, please visit www.windermere.org.au

Please send your application to: **Julie Knowles**
Disability Manager
disability.manager@windermere.org.au
48 Webb Street,
Narre Warren, Vic 3805

I have read this document and agree to undertake the duties and responsibilities listed above.

I acknowledge that:

- The PD is an indication of the duties and responsibilities that I may be required to undertake. Additional or other duties and responsibilities may be allocated to me. Where additional training and support is required to fulfil extra or other duties of a similar level of responsibility, it will be provided within the guidelines of Windermere's Training and Development policy.
- The PD will be reviewed regularly in consultation with me.
- The Key Performance Indicators (KPIs), where included in this document, are indicative. KPIs will be set by the immediate supervisor in discussion with me, for each year (or another set period) and my performance reviewed against those KPIs.

Occupant:

Name _____

Signature _____ Date _____