



## POSITION DESCRIPTION GENERAL MANAGER RESIDENTIAL AND CARER SUPPORT

<b>REPORTS TO</b>	Chief Executive Officer
<b>ACCOUNTABLE FOR</b>	<p>Ensuring high quality residential, respite and recreational services that:</p> <ul style="list-style-type: none"> <li>• Respond to the discrete needs and aspirations of individuals,</li> <li>• Meet the requirements of legislation and policy framework, and</li> <li>• Focus on continuous quality improvement</li> </ul>
<b>TIME FRACTION</b>	Full time
<b>TENURE</b>	Ongoing
<b>TERMS &amp; CONDITIONS</b>	Individual Contract
<b>REMUNERATION</b>	TBA
<b>INFORMATION CONTACT</b>	Chief Executive Officer

### VISION

To provide the best possible individually tailored services to meet the needs of people with an intellectual disability throughout their lives.

### VALUES

- 🚧 We respect all individuals
- 🚧 Our people's needs are central to all we do
- 🚧 We recognize the dedication of the staff, Board and volunteers
- 🚧 We provide support to the family and friends of our people
- 🚧 We are recognized within the community for our quality of service

### ORGANISATIONAL OVERVIEW

Bayley House is a not-for-profit organisation which provides tailored services for people with an intellectual disability throughout the course of their lives. This is accomplished through person-centered delivery of day programs, residential services, recreation, respite services and entrepreneurial activities.

### ROLE OBJECTIVES

Bayley House exists to provide responsive support services for people with disabilities and their families. The General Manager: Residential and Carer Support Services directs and controls strategic and service-specific development, implementation, resource allocation, budget management, funding negotiations and evaluation of needs-based, suitably-staffed, cost-efficient support options for people with disabilities whose needs can be appropriately met through Bayley House. Working with the CEO, Residential Services Sub-Committee, other members of the senior management team and funding

bodies, the General Manager Residential and Carer Support Services informs development and implementation of the strategic planning and the quality framework. The General Manager is responsible for ensuring that staff in the division are recruited, selected, inducted, trained and supported to deliver high quality services within a safe and positive environment. The incumbent will work with people through out Bayley House to ensure that the organisation operates within Bayley House's Vision and Values as well as within regulatory, requirements and changing policy and practice directions; and ensure that organizational quality and risk management systems operate effectively.

## **RELATIONSHIPS**

The incumbent must maintain contact and positive relationships with:

### **Internally**

- ✦ The CEO to discuss and report on residential and carer support services; proposing various solutions to achieve the day-to-day and strategic goals of the organization
- ✦ Other senior managers for the purposes of policy, problem-solving, planning and finances
- ✦ The Residential Sub-Committee of the Board
- ✦ Divisional and organisational staff
- ✦ Other service areas
- ✦ Service users and parents for the purposes of consultation regarding service development, provision and quality assessment.

### **Externally**

- ✦ Funding bodies, including DHS,
- ✦ Parent groups, local community service organisations and other relevant stakeholders
- ✦ Equivalent staff in other service organisations and with NDS

## **KEY RESULTS AREAS AND TASKS**

### **Policy and Planning:**

1. Actively assist the Chief Executive Officer in the strategic planning and development of Bayley House.
2. Continually monitor and review the external environment to enable anticipation and effective response to changes in the political, statutory, regulatory, and human services environments.
3. Understand and ensure effective implementation of all relevant components of the Disability Act 2006 and the relevant policies created by the Department of Human Services to give effect to this legislation, including but not limited to:
  - Information
  - Assessment and planning
  - Residential rights
  - Positive Behaviour Support and restrictive interventions
  - Complaints
  - Client funds management

4. Develop, evaluate and update policy with regard to the provision of residential, respite and in-home support services. Seek new opportunities to improve and expand such services.
5. Ascertain where possible and analyse the needs of residents, potential residents and other consumers; evaluate current models of service delivery in the light of this analysis; and design and develop appropriate residential, respite and affiliated support services for Bayley House consumers.
6. Ensure the development of forward planning with individual service users and the establishment of relevant Individual Support Plans.
7. Develop appropriate mechanisms for the facilitation of consumer input into decision-making.
8. Develop annual goals and objectives for the Residential and Carer Support Division and ensure the setting of appropriate managerial goals within the Division.
9. Participate with the Senior Management team in the formulation and implementation of policy and procedures within Bayley House.
10. Participate with government, service providers and the community to contribute to the development of policy frameworks, services, community, supports and integration of people with disabilities.

**Organising and Operating:**

1. Provide competent, appropriately styled leadership to the Residential and Carer Support Division, setting appropriate key performance indicators at all levels and ensuring that those key performance indicators are effectively met.
2. Oversee the implementation of programs to ensure maximum effectiveness and efficiency within budgetary limits.
3. Manage change effectively at the practical and cultural level to ensure delivery of optimal services for people with disabilities
4. Negotiate an agreed annual budget for Residential and Carer Support Services with the CEO.
5. Negotiate maximum suitable funding from government sources for new and existing services.
6. Initiate such committees and task groups as are necessary to meet divisional goals and objectives, or as are directed by the Board, Residential Sub-Committee or Chief Executive.
7. Resource, report to and attend meetings of the Residential Sub-Committee of the Board as its Executive Officer and attend Board meetings as requested.
8. Undertake specific tasks as delegated by the Chief Executive.

### **Quality:**

1. Ensure that the quality system relating to service delivery is fully and properly developed, functioning and delivering continuous improvements
2. Ensure that the quality system incorporates and responds to all requirements of legislation and standards arising from relevant legislation and policy.
3. Ensure the effective introduction of personal outcome measurement for all service users and monitor development of service and individual planning that responds to personal goals and aspirations.
4. Develop strong and effective consumer consultation and participation approaches that inform Bayley House's quality systems and service development.
5. Develop and utilise information and data sources that assist in the identification of service issues, gaps and opportunities.
6. Ensure that Bayley House's quality management system is effectively maintained and continuously improved.
7. Monitor compliance with Bayley House's quality management system.

### **Personnel and Organisation:**

1. Recruit, select, induct, train, effectively utilise, support, supervise and undertake performance evaluation with directly reporting staff, and ensure the appropriate selection, induction, utilisation, supervision and training of all divisional staff.
2. Ensure that human resources, health and safety, and industrial relations practices in divisional services comply with organisational policy and legislative requirements.
3. Enable and ensure effective communication with staff throughout the Division.

### **Occupational Health and Safety:**

1. Provide leadership and support in relation to occupational health and safety
2. In conjunction with the CEO and senior management team, ensure a policy and practice framework that meets legislative requirements and organisational needs in relation to all aspects of occupational health and safety.
3. Ensure a commitment to continuous improvement.
4. Prepare and deliver reports for management, Residential Sub-committee and the Board as required.

### **Liaison:**

1. Liaise with the senior management team on policy, resource and operational issues, working with and supporting the Chief Executive and senior management team in the total management of Bayley House.
2. Participate in State and Regional working groups and consultations.
3. Liaise with other service providers, government officers, community representatives and consumers on specific and broad issues related to disability, and in order to ensure maximum effectiveness of service provision.
4. Liaise with consumers (and parents/carers as relevant) in order to monitor the effectiveness and quality of service provision, and ensure appropriate consumer participation in service planning.
5. Liaise with Bayley House administration departments such as Personnel, Finance and Property Maintenance.
6. Liaise in advance with the CEO regarding industrial issues.

### **Controlling, Regulating and Reporting:**

1. Develop divisional budgets with the Finance and Operations Manager that align with funding expectations and individual requirements.
2. Monitor income and expenditure and ensure that divisional services operate within their approved budgets.
3. Monitor the expenditure of funds in terms of consumer outcomes.
4. Ensure all divisional facilities and projects develop appropriate mechanisms that facilitate consumer input in decision-making.
5. Monitor the working and living environments in residential and respite facilities, and ensure the maintenance of maximum safety for staff and residents.
6. Ensure that the Quarterly Data Collection occurs and is submitted on time.
7. In conjunction with the senior management team, complete and submit the annual report on complaints.
8. In conjunction with the senior management team, complete and submit the annual report on quality.
9. Review all incident reports to ensure accurate reporting to DHS and to identify trends, service improvement opportunities and/or staff training requirements so that Bayley House can respond effectively.

## **PROBLEM SOLVING:**

Problem solving in this position is carried out under broad policies and specific objectives where variable situations require a high degree of analytical, interpretative, evaluative and/or constructive and creative thinking.

## **BOUNDARY CONSTRAINTS:**

This position is responsible for the resolution of management matters within the Residential and Carer Support areas except where those matters have implications for other parts of the organisation. In such instances the matter should be referred to the Chief Executive.

Contact with the media on behalf of Bayley House Society must be with the approval of the Chief Executive.

Whilst this position has responsibility for the development and recommendation of policy, policy changes require the approval of the Chief Executive.

Legal issues will be referred to the Chief Executive.

## **MINIMUM, EDUCATION AND EXPERIENCE LEVEL:**

This position requires a tertiary qualification in a relevant discipline, and significant management experience including staff management, budget preparation and financial accountability, and industrial relations aspects of general management. Experience and knowledge of the Disability Act 2006 and the development of residential and carer support services for people with disabilities are essential.

<b>KEY SELECTION CRITERION</b>
Selection will be based on assessing an applicants' skills, knowledge, past performance and the attributes relevant to the work assignment, as listed below
<b>Mandatory Qualifications, Skills and Attributes</b>
<ul style="list-style-type: none"><li>⇒ Degree Qualified in Disability Work, Community services, Welfare or similar qualification.</li><li>⇒ Comprehensive knowledge of the legislative and policy framework governing the Disability Services industry.</li><li>⇒ At least 3 years management experience in Disability Service provision</li><li>⇒ Experience in developing and monitoring budgets</li><li>⇒ Experience in managing occupational health and safety, quality systems and risk</li><li>⇒ Demonstrated ability to think and act strategically and deliver value to the organisation</li><li>⇒ Demonstrated ability to facilitate delivery of best practice disability services</li><li>⇒ Well developed analytical and problem solving skills</li></ul>

- ⇒ Excellent interpersonal skills (verbal and written)
- ⇒ Ability to building and maintaining strategic relationships
- ⇒ Competency in using standard computer programs and capacity to learn additional programs should the need arise
- ⇒ A current driver's license

**Desirable Qualifications, Skills and Attributes**

- ⇒ Post graduate qualifications or equivalent in Management/Allied field

**General Information**

- ⇒ The incumbent will be required to provide on-call support for residential after business hours.
- ⇒ The incumbent will be expected to visit services and/or conduct meetings after business hours in order to maintain meaningful contact with service users, families and staff.
- ⇒ Applicants are required to complete a pre existing injury declaration form
- ⇒ Position is subject to a satisfactory police check prior to commencement
- ⇒ The appointment is subject to a 6 month probationary period during which time the employee will be assessed as to their suitability for continued employment

**Position Description Approved For and on Behalf of Bayley House:**

\_\_\_\_\_  
CEO Signature

\_\_\_\_\_  
Date

I have read and understood the above position description:

\_\_\_\_\_  
Employee signature

\_\_\_\_\_  
Date