

POSITION DESCRIPTION

Position Title:	Service Manager
Department:	Breakthru - Home & Living
Location:	Royal Rehab Group locations

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category B
Online Driving Record Check required:	Yes
NDIS Worker Screening Check required:	Yes

Position Purpose:
<p>The Service Manager will be responsible for efficient and effective day to day service delivery across designated homes or offices/hubs, leading teams to provide outstanding support and deliver high quality person centred active supports.</p> <p>The Service Manager will ensure the retention of customers by nurturing relationships with the customer, listening and understanding their community/accommodation participation goals, care and support needs and works in partnership with them to deliver real impact.</p> <p>The Service Manager is committed to the delivery of seamless, innovative, transformational, quality services to customers and stakeholders. The Service Manager will develop meaningful partnerships in the community to achieve deep customer engagement.</p> <p>The provision of services is delivered using best practice approach while adhering to the Disability Services Act and United Nations Convention on the rights of a person with a disability.</p>

Organisation Context:
<p>Royal Rehab is a rehabilitation and disability support network of services for people with newly acquired injuries and people with a disability. Successful applicants will be joining the Breakthru - Home & Living team to provide a collaborative and dynamic service to our client base.</p>

Organisational Relationships:	
Reports to:	Regional Manager
Responsible for:	<p>All employees delivering support or services to customers at the allocated sites.</p> <p>Please note, employees in the Disability Employment Service have a separate reporting line, but the Service Manager is expected to provide support as necessary and include them in the team.</p>

Performance Review & Development Planning:

Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and thereafter in accordance with Performance Development policy.

Qualifications, Skills & Experience:

Essential

- Relevant tertiary qualifications in community management disability, human services or social sciences/ or equivalent experience.
- Demonstrated experience and skills in improving and supporting the quality of life of people with disabilities as outlined in National Standards for Disability Services.
- Demonstrated Experience in provision of Community Services.
- Demonstrated ability to work in partnership with participants and stakeholders in the provision of support to the person with a disability.
- Demonstrated ability to develop rosters and interpret financial information in line with service budgets.
- Detailed knowledge of Person-Centred active support and procedures.
- Demonstrated leadership skills and experience.
- Demonstrated communication and complaint handling skills.
- Demonstrated ability to manage systems of work in accordance with policies and procedures.
- Demonstrated ability to lead and work with a diverse team.
- High level communication skills and exceptional organisational skills
- Critical thinker with strong analytical capabilities
- Knowledge of and ability to network.
- Current Drivers Licence as per state requirements.
- Current First Aid Certificate

Key Internal & External Relationships:

Internal	Leaders- Regional, General Manager, Disability Support Services Team Royal Rehab Group Shared Services teams
External	Customers, their families/carers, and Guardians Other Support Services/Stakeholders Government Departments, Funding Bodies (NDIA) and Compliance Bodies e.g., NDIS Quality & Safeguards Commission State Based Health Bodies

Delegations/Authority

Budget	To be determined
Financial Delegations	As defined by the Delegations Authority policy

Key Responsibility Areas

Below are the Key Responsibility Accountabilities (KRA's) required for the role and any other duties as required.

Key Area of Accountability	Specific Tasks and Responsibilities
Financial & Budget Management	<ul style="list-style-type: none"> • Manage and achieve budget, review early indicator reports to track progress against budget and identify strategies to improve performance and revenue as required. • Monitor expenditure across service taking corrective action, auditing, and reporting monthly to the Regional Manager. • Understand and work within agreed financial delegation of authority and constantly review resource utilisation practices. • Identify and advise Regional Manager of financial risks arising from underspend, overspend and customers potentially reducing supports or exiting service. • Responsible for SIL ROC preparation, evidence gathering and submission to Workforce Coordination Team in line with accepted offers.
Effective & Efficient service delivery	<ul style="list-style-type: none"> • Engage with stakeholders (internal and external) to manage issues, complaints, and changes to service delivery. • Ensure sites/hubs and homes have clearly documented routines and shift duties accessible in electronic format. • Set and maintain established communication processes/frequency i.e., phone, email, face to face meetings. • Ensure systems of work are set, managed, and maintained across the service in accordance with policies and procedures. • Ensures customer information/documentation is up to date and accurate in all systems. • Meet scheduled internal and external work and reporting deadlines.
Growth	<ul style="list-style-type: none"> • Actively assist the Manager in customer acquisition including attending stakeholder meetings, site tours and follow up actions. • Plan and manage new customers to ensure seamless and successful service transition. • Establish and grow local partnerships and build customer channels.
Quality Management	<ul style="list-style-type: none"> • Coordination and management of audits completed by various funding sources including both financial and quality audits. • Comply with all relevant requirements and functions within the Quality Improvement Framework.

	<ul style="list-style-type: none"> • Ensure relevant policies and procedures are signed off as fully understood, implemented, and adhered to by the team. • Participate in and ensure all auditing is completed within the correct timeframe in line with Audit Schedules, and accreditation standards are maintained. • Identify areas for improvement in service delivery and ensure that audit rectifications are actioned within set timeframes.
People Management	<ul style="list-style-type: none"> • Actively participate in the recruitment, selection, and onboarding of new employees in accordance with organisational guidelines. • Work with Workforce Coordination Team to ensure the service is resourced and managed in accordance with ROC, service delivery model and rostering practices. • Guide, coach and regularly supervise direct reports and team members. • Complete monthly catch ups and annual PDPs of direct reports and team members. • Ensure employees complete mandatory training and compliance checks and training records/human resource files are updated. • Ensure performance issues are managed with HR business partner and Regional Manager in a timely manner. • Ensure employee incidents and issues are managed as per Policies and Procedures. • Identify people trends and internal talent and work with HR business partner and Regional Manager to maintain and develop these resources. • Participate in On Call/out of hours supervision activities. • Champion Royal Rehab values and mission across all relevant communications and channels.
Risk Management	<ul style="list-style-type: none"> • Identify, document and address risks as per policy & procedure. • Ensure complaints and feedback is followed up, actioned, and rectified within set timeframes. • Identify and report Reportable Incidents and instances of non-compliance within set timeframes. • Ensure that activities promote customer and employee safety and well-being and report and follow up any identified issues in Risk Man.

	<ul style="list-style-type: none"> • Ensure incidents in Riskman are classified correctly, marked underway, investigated, and closed off in a timely manner. • Ensure employees are trained in the use of all equipment required for the delivery of safe customer services and supports. • Actively participate in Work Health and Safety programs and committees and ensure risk mitigation strategies are applied in the service. • Oversee appropriate immediate response within the service to after hour's issues/incidents, as per On Call Policy & Procedure.
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GENERAL RESPONSIBILITIES	
Work Health and Safety	
<p>Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> • Ensure that all potential hazards, accidents and incidents are identified and notified • Ensure your own safety and that of others 	
Equity and Zero Tolerance to Bullying, Harassment and Discrimination	
<p>Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab it is your responsibility to:</p> <ul style="list-style-type: none"> • Deal with others in a fair and equitable manner free from harassment and discrimination • Ensure that a working environment free from sexual or any other harassment is recognised as a basic right 	
Principles of Multiculturalism	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> • Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language • Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required • Abide by the principles of the Multiculturalism Act 2000 • Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility 	
Code of Conduct	
<p>Royal Rehab requires a professional standard of behaviour from staff which:</p> <ul style="list-style-type: none"> • Demonstrates respect for the right of the individual and the community • Promotes and maintains public confidence and trust in the work of the Centre <p>The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information</p>	
Safety & Continuous Quality Improvement	
<p>All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab</p>	

participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine with all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling

Smoke Free Policy

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Policies and Procedures

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Privacy, Dignity and Confidentiality
- Infection Control
- Security
- Fire Safety

- Emergency Procedures
- IT and Internet Utilisation
- Code of Conduct

Job Demands Checklist	
Frequency Definitions	
O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more than 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery		✓			
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting		✓			
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about		✓			
Driving	Tasks involve operating any motor-powered vehicle		✓			
Sitting	Tasks involve remaining in a seated position during task performance		✓			
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended	✓				
Walking/running	Tasks involve walking or running on even surfaces		✓			
	Tasks involve walking on uneven surfaces		✓			
	Tasks involve walking up steep slopes		✓			
	Tasks involve walking down steep slopes		✓			
	Tasks involve walking whilst pushing/pulling objects	✓				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees	✓				
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground	✓				
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands	✓				
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others	✓				
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓

Grasping	Tasks involve gripping, holding, clasping with fingers or hands		✓			
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing				✓	
Sensory Demands	Description					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations		✓			
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop	✓				
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks Involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance					✓
Psychological Demands	Description					
	Tasks involve interacting with distressed people		✓			
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited		✓			
	Tasks involve viewing/handling deceased and/or mutilated bodies	✓				
Exposure to Chemicals	Description					
Dust	Tasks involve working with dust i.e. sawdust	✓				
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis	✓				
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation	✓				
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment	Description					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light	✓				
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight	✓				
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room	✓				
Confined spaces	Tasks involve working in confined spaces					✓
Accident Risk	Description					
Surfaces	Tasks involve working on slippery or uneven surfaces	✓				
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping	✓				
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling	✓				
Noise	Tasks involve working in a noisy environment	✓				

Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
Machinery	Tasks involve use of machinery and equipment:	✓				
	1) Light					✓
	2) Heavy	✓				
	3) Portable	✓				
Biological hazards	Tasks involve working with blood, blood products/body fluids	✓				
Other Issues	Description					
Workplace access	Tasks involve difficult access or movement from Service to Service	✓				
Personal protective equipment	Tasks involve use of Personal Protective Equipment	✓				
Safety critical issues	Tasks involve responsibility for safety of others	✓				

Document Control (Hiring Manager use only)	
Effective Date: 1 June 2023	Authorised by: Executive Director – Breakthru

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

 Name

 Signature

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 Date