

Position Description



Title: Manager, Neurological Support Services
Business Unit: Disability
Location: Eastern Suburbs
Employment type: Ongoing Full Time
Reports to: Senior Manager, Residential and Community Options

About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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, trans, gender diverse and intersex (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

Position purpose

Uniting Neurological Support Services (UNSS) offers specialised residential accommodation to people who have progressive neurological conditions. Residents at UNSS have complex health care needs that may impact them physically, psychologically and cognitively. Neurodegenerative diseases often involve significant complex behavioural and psychological symptoms. A major focus is on people with Huntington's disease.

UNSS operates across two sites, one in Burwood East that is a 30-bed facility, comprising three separate houses, each with 10 residents. The other site is a 6 bed facility in Glen Waverley.

As a member of the Disability and Mental Health leadership team the position is responsible for the management, development, delivery and evaluation of supported accommodation programs within Neurological Services through a person-centred approach that maximises resident's participation and provides the opportunity for them to make information decision and life choices and ensures their involvement in their community. Management of this program will be in accordance with Uniting Vic Tas purpose, goals and values within the Strategic Plan and Quality Management System and in compliance with relevant legislation and the requirements of funding bodies.

Scope

- Budget:**
- \$10 – \$12 Million.
- People:**
- 9 Registered Nurses
 - 1 Speech pathologist
 - 4 House Coordinators
 - 100 Disability Support Workers

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Position description

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Relationships

- Internal:**
- Executive and Senior Program Management
 - Employees, volunteers & contractors
 - Uniting Corporate, Support Services and Mission divisions
 - Other Operational services
 - Clients, their families and advocates
- External**
- Government funding bodies and contracting organisations
 - National Disability Insurance Agency
 - NDIS Quality and Safeguards Commission
 - Advocacy Groups i.e. Huntington's Vic

Key responsibility areas

- Leadership & Professional Practice**
- Provide overall responsibility for management of clinical governance of Neurological Support Services.
 - Lead and manage a workforce in the delivery of disability support services that, through a person centered approach, achieves high quality outcomes for consumers of the program and other stakeholders.
 - Oversight and management of Behavioural Support Plans and reduction of restrictive interventions
 - Actively engage as a member of the Senior Leadership Team in the execution and achievement of Uniting's Strategic Plan and business operational objectives
 - Ensure that regular, appropriate supervision and reflective practice is provided across all programs and services and that service delivery reflects contemporary practice
 - Lead and engage 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 & Partnerships**
- Lead and manage the business operations of the program to ensure the delivery of results including sound financial management and quality outcomes for consumers and stakeholders
 - Develop and lead continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes
 - Identify initiate and encourage a broad range of sustainable collaborative partnerships with consumers, local, regional and statewide networks and key stakeholders to support and promote the development of a broader service profile for Uniting
 - Manage contracts with external service providers engaged to undertake work across the Neurological Support Services Program sites, (Highbury Rd and Willow Avenue)
 - Actively participate as a member of the Disability and Mental Division and the Senior Leadership Group.
 - Provide regular advice, information and reports to the Senior Uniting management regarding operations and trends that effect planning and service delivery within Neurological Support Services.
 - Develop and maintain systems for collection and analysis of data and other relevant evidence to support continuous improvement, staff development and business development
 - Represent Uniting at key stakeholder meetings and through negotiated strategic relationships secure adequate resources to underwrite the work of Neurological Support Services.
 - Undertake "On-Call" duties as required

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People and Teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- 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 and Risk Management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- 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
- Maintain professional registration with Australian Health Practitioner Regulation Agency, (AHPRA).
- Maintain clinical and nursing skills.

Performance indicators

Service development and innovation

- Evidence based research underpins service delivery.
- Model of care is identified as Best Practice.
- Targeting of areas of particular disadvantage
- Enhanced volunteer involvement

Financial Sustainability and Asset Management

- Program financial viability and stability
- Allocation of sufficient resources for service improvement and new initiative
- Effective management of Uniting assets

Management of Quality and Safety systems and processes

- Establishment of a culture of continual quality improvement
- Efficient information management processes
- Effective internal Services
- Achievement and maintenance of OH&S and Quality accreditation requirements

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Services and advocacy and outcomes for residents and stakeholders

- Commitment to Uniting’s service delivery philosophy
- Consistency of person centered approaches underpinning all program delivery
- Development and maintenance of strong partnerships with key stakeholders
- Strong advocacy and leadership in the community
- Stakeholder engagement
- Effective liaisons with funding bodies
- Effective lobbying to ensure adequate resources to meet resident’s needs

Engaging with stakeholders and working closely to promote well being

- Liaise with stakeholders to develop appropriate approaches to service delivery and policy development
- Positive and product relationship with families of consumers

Person specification

Qualifications

- Undergraduate Degree in Nursing and current registration with AHPRA (essential)
- Demonstrated management experience in health care (essential)
- Postgraduate qualification in relevant field/area (preferred)

Experience

- Demonstrated senior management experience within a large and diverse disability support service environment
- Extensive experience in the successful leadership of human services, including significant financial and human resource management responsibility
- Significant service development and operational experience
- Experience working closely and maintaining sustainable partnerships with funding bodies and other stakeholders, including residents, their families and advocates
- Significant business acumen

Core selection criteria

- **Values alignment** – ability to demonstrate and authentically promote Uniting’s values
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; role modelling expected behaviour
- **Clinical Governance** – extensive clinical experience and a excellent understanding of contemporary clinical governance
- **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 the Disability and Mental Health division
- **Communication** – High level written and oral communication skills; ability to conduct presentations; ability to prepare high quality business cases and reports
- **Change Management** – Strong knowledge of contemporary change management models; demonstrated experience in leading successful change programs at scale
- **Problem-solving** – proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment
- **Financial Management and Compliance** - Demonstrated competence in financial management, risk management and information management; excellent understanding of legislation and regulatory requirements

Other

- A current Victorian driver’s license is essential
- A satisfactory national police records check is a condition of this position and repeated every three years
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health & Safety etc.)

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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.

	Employee	Manager
Name:		
Signature:		
Date:		