

# Manager – Aged and Disability Services Position Description

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**Responsible to:** Chief Executive Officer, Riverwood Community Centre

**Responsible for:** Management of the Commonwealth Home Support Program and deliverables within the National Disability Insurance Agency scope of Registration

**Description of the Role:** This is a Fulltime position (5 days per week/ 38 hrs)

## *Purpose of the position*

The right person for this position will have experience in working with our aged population and people with disabilities, their families and carers. This role is responsible for the delivery of outcomes under the CHSP and the NDIS and development of the systems that will focus on an individualised funding model and person-centred approach. With a focus on expedition of intake of all participants and establishment of meaningful and engaging programs that deliver desired outcomes as expressed by service users.

The role will ensure compliance with the CHSP & NDIA funding requirements and provide management support to existing programs, staff and activities.

## *Essential Criteria*

- Demonstrated experience in an operational leadership role where you have led and developed a team through periods of change in a positive and inclusive manner
- Minimum of 3 years' experience in a supervisory role with demonstrated knowledge of the Aged and Disability sector.
- Understanding and demonstrated experience meeting the needs of people who are aging, living with a disability and their carers
- Understanding and knowledge in relation to contemporary reforms, legislation, and standards impacting the age and disability sector
- Ability to market, deliver and evaluate programs for diverse groups
- Highly developed communication, negotiation, problem-solving and analytical skills.
- Good ability in budget development and financial oversight
- Ability to utilise Information Technology in addition to proficiency in Microsoft Office Suite and data bases
- Ability to understand, develop and implement project budgets
- Ability to decipher funding agreements and work plans
- Demonstrated experience, knowledge and understanding of Wellness and Reablement Approaches
- Demonstrated understanding of the NDIS Quality and Safeguarding Framework
- Strong knowledge, understanding and engagement experience in working with CALD Communities
- Proven experience in research and report writing with the ability to interpret and present data.

- Ability to represent the organisation in a range of situations from everyday interactions to large group sessions.
- Proven experience in identifying, recruiting and leading volunteers, student placement and community based groups.
- Proven management, project management and stakeholder skills
- Outstanding written and verbal communication skills
- Willingness to adhere to the mission of Riverwood Community Centre and its associated Policies and Procedures
- Understanding of Workplace Health and Safety requirements
- Capacity to undertake work out of hours when required
- Current NSW Drivers' Licence, Criminal History Clearance and Working with Children Check

### Desirable Criteria

- Relevant tertiary qualifications including social work, community sector, health, management
- Proficiency in a community language
- Ability to utilise Social Media, as well as Community networks, to promote and provide services

### Objectives:

- Deliver effective and efficient programs and activities in line with the identified needs of the community/client groups.
- Commitment to high standards of a person centred approach to service provision, social inclusion and community development principles.
- Commitment to continuous improvement and ensure compliance with WHS requirements in your areas of responsibility.
- Orientation of volunteers and students to ensure compliance with organisational requirements.
- Compliance in relation to funding specifications and reporting accountability
- Data collection, surveys and 6 monthly reports against specifications as per the funding agreement
- The ability to enrich lives of participants via capacity building initiatives
- Participate in the running of significant RCC community events.

### GENERAL MANAGEMENT:

- Monitor and report to the CEO issues and achievements in relation to your areas of responsibility
- Decision-making, reporting and other responsibilities within agreed delegations.
- Ensuring good communication with staff, clients and stakeholders.
- Communication and reporting to CEO, Board and Funding Bodies
- Perform your duties in line with the expected team member conduct to create and contribute to a harmonious and effective workplace.

### HR/PEOPLE MANAGEMENT

- Ensure compliance with WHS regulations and safe work practices of Riverwood Community Centre
- Manage and support staff and volunteers including:
- Capacity building of your staff and volunteers through development and training
- Provide leadership, supervision and support to the staff engaged in Aged and Disability Programs
- Ensure all volunteers are supported by staff according to good volunteer management practices and RCC policies and procedures

### SPECIFIC RESPONSIBILITIES

- Ensuring programs are meeting the needs of the community and outcomes agreed with Funding Bodies
- Promotion of programs within both Aged and Disability Services provision
- Completion of required reports regarding outcomes/outputs to the funding body
- Demonstrated ability and success with tender writing and submission

### COMMUNITY ENGAGEMENT

- Oversee and support one off events as required by the community and the organisation
- Deliver presentations at events and meetings from time to time
- Build and maintain community networks and relationships
- Work with the CEO to explore Corporate partners and establish corporate volunteering opportunities

### PROFESSIONAL DEVELOPMENT

- Participate in regular supervision and development of KPIs with CEO
- Participate in professional development where appropriate.

This list is not exhaustive; the Aged and Disability Services Manager may be asked to undertake other responsibilities at the request of CEO in line with the position description.

### BACKGROUND CHECKS

Working with Children Check – Yes  
Police Criminal History Check – Yes