

Position: Program Manager
Department: Operations
Reports to: Executive Management Team through the General Manager
Effective Date: 30/9/2024

OUR VISION IS: Support, Coordinate, Advocate; to help people to live life to their full potential

MISSION STATEMENT (the vision of the organisation is underpinned by the following):
For people who live with disabilities and experience mental illness to be able to live full and meaningful lives

COMMITMENT TO QUALITY:

OnTrack Tasmania is committed to providing high-quality services to its Participants in a supportive environment, with a strong person-centred and self-determining focus.

Position purpose To ensure person centred, efficient, effective, quality and capacity building services to people with disabilities. To take responsibility for the development, delivery, and management of multi-discipline complex supports; providing intensive, recovery-oriented support for people with a range of disabilities and who often have a history of homelessness, addiction, dual disability, social dysfunction, aggressive and inappropriate behaviours.

Main tasks **Lead and manage the Participant Intake and Engagement team**

- Coach, mentor and develop Participant Intake and Engagement Case Managers, including providing career development planning and opportunities.
- Monitor for quality completion of tasks and activities under the responsibility of the Participant Intake and Engagement Team, providing feedback and direction.
- Monitor quality outcomes for Participants.

- Monitor and mentor for best practice.
- Maintain and mentor workflow that supports excellence.
- Provide effective performance feedback through employee recognition, and performance management in consultation with the Management Team and the Talent Team.
- Consciously create and model a workplace culture that is consistent and emphasises the identified mission, vision, guiding principles and values of OnTrack Tasmania and Participant Human rights.
- Ensure a reflective practice framework is evident within the SIL Intake and Engagement team through regularly planned oversight, appraising and coaching at all levels and that individual team member goals align with organisational goals.
- Ensure staff training and development is prioritised in line with program requirements, individual aspirations and resources available.
- Ensure OnTrack Tasmania expectations and requirements are clearly communicated to staff at all levels and reviewed through team meetings, one-on-one, and appraisal systems.
- Provide oversight and direction to the employees in accordance with OnTrack Tasmania policies and procedures.
- Ensure all activities of the accommodation Participant Intake and Engagement team are high quality.
- Ensure a permanent state of Audit readiness.

Service agreements and compliance

- Coordinating and maintaining accommodation services arrangements and programs as relates to engaging and continued engagement of Participants.
- Working with Participants to achieve their goals in line with their NDIS plan.
- Lead and develop strong professional relationships with key external NDIS providers, Participant networks, and other relevant stakeholders.
- Ensure all Onboarding documents are clear and detailed, in line with Participant needs, goals and best practice.
- Maintain and review all service documentation is to ensure currency.
- Participant and family relationships are maintained and strengthened through genuine efforts to invite and welcome participation and involvement.
- Participant Behaviour management programs and 'Risk & Routines' are developed (as required) and activated in supports
- Ensure compliance with NDIS, organisational and contractual requirements.
- Monitor restrictive practices use and appropriate specialist updated
- Ensure appropriate and current Restrictive Practice Authorisations are on file.
- Ensure service quotations, agreements and bookings are completed in alignment with NDIS guidelines, and OnTrack Tasmania's policies and procedures.
- All documentation is detailed, accurate, filed and up-to-date
- Ensure all practices comply with OnTrack Tasmania's Policies and NDIS legislative requirements.
- NDIS standards compliance is met, and appropriate practice is evidenced.

Services and support are developed and improved

- Opportunities for increased levels of Participant community participation are pursued in a variety of ways including the development of alliances and partnerships with external services and stakeholders
- Approaches to service delivery are flexible and respond to changing Participant needs, circumstances, and interests with changes communicated with the Team Development Team.
- Effective and communicative information systems are developed and maintained
- Ensure integrity of service information and maintain relevant systems. E.g., Participant information is accurate and current, and effective and relevant data exchanged.
- Generate reports at regular intervals and on time, detailing the status of services (e.g. Staff appraisals, health reviews current, Participant engagement, referrals, RPA's, risk management reviews, etc).
- Ensure Progress Notes are entered for all Participant contacts and activitiesZ related to providing services.
- Ensure property and/or equipment registers, and management systems are maintained.
- Progress notes are actioned.
- All documentation is detailed, accurate, and up to date
- External stakeholders receive information regularly according to NDIS standards, and in the best interests of Participants.
- Monitor the engagement of external providers in the best interest of Participants and in line with legislative requirements
- Provide support and mentoring in engaging external providers in the best interest of Participants
- Ensure registers and logs and updated according to Policy.

WHS

- Workplace Health & Safety Standards are maintained. Any existing or emerging issues are met, and appropriate documentation filed.
- All documentation is detailed, accurate, and up to date
- The Quality and Compliance Team are notified of all incidents and near misses

Resources are managed effectively

- Maintain accurate and current workforce information systems (e.g. supervision, staff appraisals, performance management).
- Systems are maintained in identifying and responding to potential and actual risk.
- All information exchanges are detailed and timely in support of best practice across the organisation.
- Newly acquired and relocation of physical resources is registered.

Other Duties

- Contribute to the continuous improvement procedures and processes.

Fulfill other duties as required by management and other department personnel as requested/required.

The above list is not exhaustive, and the role may change to meet the overall objectives of the company.

PERSON SPECIFICATION

Required qualities

- Professional approach
- Ability to work under pressure
- Organisational and time management skills
- Excellent attention to detail
- Interpersonal skills relevant to person centred service delivery and gaining Participant direction
- A positive proactive approach to the rights of people with disabilities, with a focus on human rights
- Positive approach to change.
- Positive mentoring approach to leading a team to achieve excellence

Desired competencies

- Analytical thinking.
- Initiative
- Strategic thinking.
- Ability to lead change with a positive approach, fostering positive attitudes within the teams
- Ability to use the Office suite and database programs
- Ability to maintain accurate, up-to-date and detailed information and files
- Ability to work within and contribute to a high performing team
- Demonstrated ability to work within a person-centred framework with a strong enfaces on human rights

Qualifications

- Tertiary qualifications in Mental Health, Disability, Social Work, Psychology or other relevant qualification

Experience

- Demonstrated knowledge and experience in working with NDIS participants with complex needs
- Minimum 5 years of experience in management and in the disability Sector

Knowledge

- Knowledge in a major area of expertise and/or multi-disciplinary understanding from within the mental health / disability sector
- Demonstrated ability to coach, lead and inspire teams
- Demonstrated ability to lead and supervise staff
- Experience in the Human Services sector in Tasmania and knowledge of a broad range of disability types including Mental Health Illness
- High level organisational and demonstrated computer skills
- Ability to write reports in a timely manner
- Excellent verbal communication and interpersonal skills including the ability to negotiate effectively
- Excellent writing and presentation skills to produce high quality reports
- Ability to work with OnTrack Tasmania's Mission and Values
- Understanding of and commitment to the principles of person centered and human rights planning
- Understanding of and the ability to apply NDIS legislation, NDIS practice standards and requirements of the NDIS Quality and Safeguards Commission
- Working knowledge of WHS Act and regulations

Skills competencies

& Participant service focused: committed to providing exceptional service across all channels – written, phone and face to face.

Commitment: committed to providing high quality services through industry leading strategies.

Communication: the ability to communicate clearly and concisely, varying communication style depending upon the audience.

Attention to detail: excellent attention to detail and written skills when communicating with others, both internally and externally.

Commerciality: ability to apply knowledge in a practical, commercial manner.

Confidentiality: able to manage sensitive personal and commercial information in a discreet and appropriate manner.

Teamwork: willingness to assist and support others as required and engage in cross team collaboration.

Time management/organisation: accomplish objectives effectively within time frame given and carry out administrative duties within portfolio in an efficient and timely manner.

Personal attributes

- Strong ethics (essential).
- Professional approach (essential).
- Confident manner (essential).
- Positive approach to change (essential).
- Modelling behaviours and values appropriate to working with people with disabilities.

Other

- Unrestricted Tasmanian Driver's Licence (essential)
- Current First Aid certificate or willingness to obtain (essential)
- Attend periodical training and uphold registrations and qualifications. (Essential)
- Tasmanian Working with Vulnerable People Card (WWVP) Employee classification (essential)
- National Schedule 1 police check. (Essential)
- Evidence of Australian Working Visa (if relevant)
- Sign a confidentiality form to protect organisational and resident information at all times. (Essential)
- Sign a conflict of interest form to protect yourself, the organisation and residents. (Essential)
- COVID-19 fully vaccinated with certificate as evidence (essential)
- Assisting Clients with Medication HLTHPS006 (essential)
- First Aid Training HLTAID003 (essential)
- Community Care and Dementia (essential)
- NDIS Workers Orientation Module certificate(essential)
- Understanding Responsive Behaviours (essential)



This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.

ACKNOWLEDGEMENT

I, _____, certify that I have read, understood and accept the duties, responsibilities and obligations of my position.

It should be noted that Positions Descriptions are under constant review and may be changed by the Chief Executive Officer at any time.

SIGNED BY YOU

Employee

Date

SIGNED ON BEHALF OF EXECUTIVE

Executive Representative

Date

Position