



Job Description  
Division: Community Support Services  
Position Title: Service Manager

**POSITION:** Service Manager  
**DIVISION:** Community Support Services  
**REPORTS TO:** Senior Service Manager  
**SUPERVISORY RESPONSIBILITY:** Direct Support Staff & volunteers  
**KEY PARTNERSHIP RESPONSIBILITY:** Regional Manager, Corporate Services Team & other Service Managers  
**ISSUE DATE:** July 2018

<p><b>Our Mission:</b> Enabling opportunities for Choice, Inclusion and Achievement for people with disability and their families and carers</p>	<p><b>Our Core Values:</b> We put people first We are one team We are all accountable We strive to always do it better We are inspired by challenges We make ethical and sustainable decisions</p>
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**1 POSITION PURPOSE:**

- Supervise and mentor customer facing direct support staff & volunteers across services and/or sites.
- Ensure practice aligned to Customer goals and outcomes.
- Ensure service delivery is aligned to service pathway, offerings and models of delivery.
- Coordination and implementation of existing/new services.
- Coordination and delivery of capacity building programs and services.
- Day to day site management.
- Drive policy compliance within Community Support services.
- Provide administrative support to operations.
- To support DSA's purpose, vision and core values.
- To support DSA's Customer Service charter.
- To support DSA's Personalisation Culture Change Framework.
- Provide a service that supports the National Standards for Disability Service.
- Ensure records are maintained according to Quality Management System.
- Ensure reporting and documentation supports NDIS claiming.



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## 2. DUTIES / RESPONSIBILITIES

### 2.1 Management Responsibilities

- Ensure that service delivery is outcomes focused.
- Monitor the budget in your area of responsibility, in consultation with your Manager, ensuring support staff & volunteers meet the required billable hours and support ratios for customer outcome achievement.
- Provide direct input for Budget and costings activities as required.
- Ensure all monies are accounted for, recorded, tracked and banked.
- Manage customer service and billing through VisiCase by creating and maintaining Actions and Quick Charges.
- Complete day to day rostering and staff allocation to Actions.
- Ensure Actions are processed by customer facing staff to confirm service delivery.
- Approve customer facing timesheets in Visicase and manage alterations directly with Payroll for submitted timesheets.
- Embed the principles of co-design, whilst ensuring that service delivery is in accordance with service delivery models.
- Ensure a culture in accordance with the Customer Service Charter that will put each person at the center of service design and facilitate self-direction and self-determination.
- Maintain effective lines of communication with parents, families, carers, advocates and other service providers.
- Accurately record data into DSA databases, in a timely manner.
- Develop and deliver capacity building programs and services for customers.
- Develop and report on work plans and outcomes for your areas of responsibility.
- Work with other agencies, community groups and other stakeholders to further the interests of our customers.
- Work as a member of the Leadership team and contribute to revenue growth through the attraction and retention of customers.
- Implement new services in the area you are directly responsible for based on research and need identified.
- Conduct meetings, including individual, customer review, and team meetings.
- Ensure records are completed and maintained in line with Quality System and participate in quality reviews.



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### 2.2 Supervision of staff

- Ensure support staff perform their designated duties effectively and in line with DSA's Customer Charter and all other Policies and Procedures.
- Conduct regular support and supervision with staff as per DSA Service Management Policy.
- Facilitate and monitor direct staff Individual Learning Plans.
- Assist in fostering open lines of communication at all levels of the organisation.
- Provide guidance to support staff, accessing the skills and knowledge of your supervisor and or the Human Resources team when needed.
- Oversee the preferred employee attributes for all customers at intake and as a result of ongoing customer feedback.
- Ensure reporting or referral of major problems or breaches of policy or procedures according to DSA policies.
- Provide on call support to staff and customers as per CSS on-call roster requirements.
- Conduct probationary reviews, annual Developing Excellence Appraisals and other, as needed, support worker reviews.
- Ensure opportunities are identified and provided for support staff to attend appropriate training and skill development Ensure that all relevant reports, forms, systems data, activity outcomes and any other statistical information required to be completed by the teams under your responsibility are completed.

### 2.3 Organisational Responsibilities

- Communicate and act in ways that are consistent with DSA's Core Values and Customer Service Charter.
- Actively contribute to the priorities and culture of DSA by working collaboratively.
- Follow DSA's policies, procedures and relevant work instructions.
- Working in alignment with the Culture Change Framework
- Read, sign and abide by the Code of Conduct.



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### 2.4 **Quality and Accreditation**

- Recognise opportunities for process improvement, and to propose and subsequently implement approved changes to process.
- Work within and ensure adherence of all staff to the internal Quality processes.
- Ensure records are maintained in line with Quality System.
- Manage complaints/ reportable incidents and complaints for your allocated customer base (as per delegations manual).
- Ensure the maintenance of tools of the trade, and monitor that they are used appropriately and in accordance with organisational need.

### 3. **WORKPLACE HEALTH AND SAFETY (WHS) RESPONSIBILITIES**

- At all times work in a safe manner, and in accordance with DSA's WHS Policies, Procedures and relevant Work Instructions.
- Report immediately to your reporting manager any hazards that may cause a risk in the workplace.
- Ensure all staff complete Hazard Reports for all identified hazards.
- Take immediate and appropriate action to eliminate any imminent risk observed in your workplace, and report the issue and action to your reporting manager.
- Immediately report any injury sustained at work, or whilst travelling to or from work, to your reporting manager.
- Ensure all staff complete the Register of Injuries for each injury that has occurred and process all injuries reported to you immediately but no longer than 24 hours. Complete and submit the required paperwork if staff are not able to complete it.
- Observe safe systems of work and apply these to all workers, contractors, customers and visitors to DSA premises and sites.
- Ensure all workers under your responsibility are provided with adequate supervision, instruction, information and training so as to be able to complete their tasks in the safest practical way.
- Foster consultation between workers and management ensuring the worker's views are considered with all WHS decision making.
- Maintain an effective working knowledge of DSA's WHS Policies and Procedures.



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4. **OTHER**

- Adhere to the Policies and Procedures of the organisation and all relevant legislative requirements.
- Participate in meetings as required.
- Participate in quality reviews as requested.
- Participate in training and development as required
- Undertake other duties as may be allocated by your manager.

5. **REQUIREMENTS**

*Essential*

- Qualification in Cert III Disability Studies or equivalent experience.
- Excellent written and oral communication skills.
- Knowledge of and/or experience in the disability or similar sector.
- Knowledge of relevant disability legislation, standards.

*Desirable*

- Awareness of NDIS framework.

I, the undersigned, have read, understood and agree to the duties as contained in this job description.

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Printed Name

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Signature

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Date