



Service Manager

**Permanent Full-time position
Fantastic leadership opportunity
Taren Point Location**

Disability Services Australia (DSA) is an outstanding provider of disability services to over 2000 customers with a disability. **DSA** is committed to the international Human Rights framework and fully supports the implementation of personalised services.

DSA is currently seeking a motivated, results & customer focused **Service Manager** who will be responsible for the implementation and coordination of services delivered to DSA customers receiving Individual Funding Packages under the National Disability Insurance Scheme (NDIS).

Primarily based at our Community Solutions service in Taren Point, the Service Manager will manage a day program service as well as a portfolio of community based customers. Reporting to the Senior Service Manager, and working closely with the Resource Coordinator your key responsibilities will include:

- Supervising and mentoring customer facing direct support staff & volunteers/students across services and/or sites;
- Recruitment and selection of staff to meet customer service needs;
- Maintaining effective lines of communication with parents, families, carers, advocates and other service providers;
- Monitoring the budget in your area of responsibility in consultation with your Senior Services Manager, to ensure support staff & volunteers meet the required billable hours for customer outcome achievement;
- Maintaining customer records in line with Quality System requirements
- Effective rostering and rotational on call support
- Ensuring practices align to Customer goals and outcomes;
- Ensuring service delivery is aligned to service pathways, offerings and different (individual) models of delivery;
- Coordination and implementation of existing/new services;
- Develop and maintain key strategic relationships that will assist with driving growth and new business
- To drive policy compliance within Community Support Services;
- Providing administrative support and reporting to operations as required.

To be successful in this role, you will need:

- Qualification in Disability Work/Community Services/similar or currently undergoing relevant studies;
- Excellent written and verbal communication skills;
- Knowledge and/or experience of the disability sector;
- Knowledge of relevant disability legislation, standards;
- Knowledge or experience working within a quality system;
- Experience in supervising a team;
- Awareness of NDIS framework;

- Strong attention to detail;
- Current Motor Vehicle Driver's (min P2);
- First Aid certificate;
- Knowledge of Workplace, Health and Safety requirements and best practice;
- Advance computer skills, Word, Excel, Outlook etc.;
- Excellent time management skills.

Applicants must be willing to undergo a Police Record Check and provide a Working with Children Check (WWCC)

DSA is an EEO employer with a diverse workforce. We encourage applications from all members of the community.

For further information about this opportunity, please contact Laura Steel, Senior Service Manager on 1300 372 121.