



# Service Manager

**Fixed Term – 6 month Contract - Full-time  
Fantastic leadership opportunity  
Shoalhaven 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 and 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 one of our Home Solutions services in Shoalhaven, the Service Manager will manage an accommodation 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 and 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 Service Manager, to ensure support staff and 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;
- 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;
- Strong understanding of NDIS framework;
- Experience in positive behaviour support;
- Knowledge of the NDIA quality and safeguards 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.

To work at DSA, the successful applicant must undergo a Police Record Check and provide a Working with Children Check (WWCC) verification number issued by the Commission for Children and Young People.

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

DSA appreciates the time and effort candidates have taken to submit their applications however, please note only short listed candidates will be contacted. No agencies please.

For further information about this opportunity please contact Brittni Riddle, Senior Service Manager on 1300 372 121 for a confidential discussion.

**Applications close 10 May, 2019 @ 5pm.**