

MANAGER - SOCIAL INCLUSION



Position Description

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| Responsible To: | Chief Operations Officer |
| Division: | Social Inclusion |
| Location: | Eaglehawk |
| Status: | Ongoing |
| Working Days: | Monday to Friday |
| Working Hours: | 76.0 hours per fortnight |
| Award: | Access Australia Group Limited Enterprise Agreement |
| Classification: | Class 5 Band 1 to Band 7 commensurate with skills, experience and qualifications (\$69,455 to \$82,823, plus superannuation and leave loading) <i>All applicants are encouraged to obtain their own independent financial advice.</i> |

Organisation Overview

Formed in 1992 following the amalgamation of three smaller community employment organisations, and then expanded with the merger of Continuing Education Bendigo in 2014 and Our Shed in 2015, Access Australia Group (AAG) has grown to what is today a large and diverse not-for-profit, community-based organisation. AAG is a registered public benevolent institution. As an internationally accredited organisation, the continuing focus of operations is to provide superior customer service and be an employer of choice. AAG operates five key divisions undertaking a range of operations:

- Employment Services
- Registered Training Organisation, Access Skills Training
- Social Enterprises including PepperGreen Farm and PepperGreen Farm Catering
- Social Inclusion including Access Creative Studios
- Corporate Services.

Board of Directors

A board of voluntary directors governs AAG. Each member of the Board of Directors (Board) contributes a particular expertise to AAG in its mission of providing opportunities for people. All directors work in conjunction with the Chief Executive Officer (CEO), who has overall responsibility for implementing the policy and strategic direction of the Board.

Vision

Employment for people living with disability or disadvantage.

Purpose

Provide meaningful participation, training and employment opportunities for people living with disability or disadvantage.

The Values that inform our behaviours:

| Inclusive | Integrity | Respect |
|--|---|--|
| <ul style="list-style-type: none">• Non-discriminatory• Ability focussed• Fair• Open minded | <ul style="list-style-type: none">• Accountable• Honest• Transparent• Doing what we say• Relevant | <ul style="list-style-type: none">• Good at listening• Supportive• Compassionate• Dignified• Inspiring |

The Foundations that underpin our work

- Client Focus
- Financial Sustainability
- Innovation and response to change
- Partnerships and collaboration
- Quality, safety and compliance

Strategic Environment

By 2025, AAG will achieve:

1. 30% of our clients are in open employment and 70% are on a pathway towards open employment
2. Our clients are accepted and included across their communities
3. Access Australia Group is a
 - Provider of Choice
 - Employer of Choice
 - Partner of Choice
4. Our products and services are replicable across Australia

We will achieve this by focusing on the following four strategic areas:

- Client Journey and Pathways
- Culture and Competency
- Leadership and Influence
- Planning and Evidence

Division Information / The Position

Social Inclusion delivers on the goals and aspirations of people with disability as outlined in their National Disability Insurance Scheme (NDIS) plans.

The programs are supported through the Manager, the Team Leader and Senior Disability Support Workers.

The Team Leader is responsible for:

- Leading the team of Senior Workers through strong role modelling, supervision and performance management to provide high quality, safe and compliant services.
- Recruitment, management, training and supervision of staff in their team.

- Ensuring the rostering of appropriately skilled and qualified staff to deliver programs and scheduling participants into requested programs.
- Participant NDIS plans – oversee case noting, review, redevelopment and achievement of plan goals.

The Senior Disability Support Workers are responsible for:

- The delivery of all activities relating to arts and recreation.
- Leading the staff through strong role modelling, supervision and performance management to provide high quality, safe and compliant services.
- Rostering appropriately skilled and qualified staff to deliver programs and scheduling participants into requested programs.
- Participant NDIS plans - oversee case noting, review, redevelopment and achievement of plan goals.

Responsibilities and duties:

Major Purpose

- Keep AAG's clients as the focus across product and service delivery models.
- Design pathways with achievable steps that lift AAG's client's aspirations to employment.
- Live and role model AAG's values.
- Deliver quality products and services and be known for a quality product and service delivery under a strong brand.
- Ensure the program remains financially sustainable.
- Build a skilled workforce that is fluid and connected.
- Create opportunities for business scalability.
- Lead in the space with a clear point of difference.
- Liaise with the Management Team to:
 - Provide lifelong learning opportunities that are flexible and responsive to the current environment.
 - Work in an environment that supports AAG's clients to develop both soft and hard skills on their pathway to meaningful employment.

Main Function

- Lead, manage and supervise a team of multidisciplinary staff to foster a strong, innovative and creative culture that coordinates its collective energy to meet the vision and goals Access Creative Studios.
- Manage the design and delivery of programs, ensuring all legislative, compliance, safety and quality requirements are met and exceeded.
- Ensure the NDIS Standards, processes, guidelines and reporting requirements to the NDIS Quality and Safeguarding Commissioner and lead internal and external audits against industry standards.
- Provide expert advice and recommendations to the Chief Operations Officer (COO) and Chief Executive Officer (CEO) in all matters relating to the NDIS and the potential impact/actions required for the service area.
- Create opportunities to partner with community and showcase the skills and talents of participants within the wider community.
- Manager the delivery of high-quality programs that:
 - Meet the needs and expectations of participants and their Carers.
 - Are delivered by a skilled workforce that is fluid and connected.
- Listen to and respect the voice of AAG's staff in the development of new programs.

- Support, manage and supervise staff to ensure participants are receiving a full service that caters to their needs and achieves their goals.
- Liaise with participants and their families / carers to ensure services are meeting the need and capture evidence-based data to illustrate the service outcomes or identify the need for change.
- Implement and fulfil the activities of the Business Plan and provide progress reports to the COO/CEO on a quarterly basis.

Health and Safety in the Workplace

Staff employed by AAG are expected to participate in Workplace Health and Safety (WHS) by:

- Adhering to AAG's policies and procedures in relation to WHS.
- Taking reasonable care to ensure that your own health and safety, along with that of others, abide by the Occupational Health and Safety Act 2004.
- Participating in the development of a safe and healthy workplace and adhering to safe work practices.
- Immediately reporting any injuries, hazards or illnesses where practical.
- Not placing others at risk by any act or omission and not wilfully or recklessly interfering with safety equipment.

Disability Worker Exclusion Scheme Check

As per the *Disability Act 2006*, staff of AAG are required to partake in a screening check against a Disability Worker Exclusion List which is operated by the Department of Health and Human Services before commencing employment. This check is designed to protect the safety and wellbeing of clients living with a disability and to exclude people who pose a threat from working in the disability service. Staff will have their status checked through submission of a consent form to AAG along with proof of identity documents including a current photo identification.

Working with Children Check (WWCC)

Under the *Child Wellbeing and Safety Act 2005*, AAG is mandated by the Department of Health and Human Services to be compliant with the child safe standards that:

- Promotes the safety of children
- Prevents child abuse
- Ensures effective processes are in place to respond to and report allegations of child abuse
- Encourages children to "have a say", especially on issues that are important to them or about decisions that affect their lives.

An element of these standards is safety screening and therefore all AAG staff are required to hold an employee Victorian Working with Children Check card or a current Victorian Institute of Teaching (VIT) registration card.

Police Check

All AAG staff are required to undertake a police check prior to commencing employment. If an employee can produce evidence of a police check that is not more than three months old, they will not be required to undertake another check.

Probationary Period

The probationary period for staff employed by AAG is six months. During this time, AAG or the employee can terminate employment for any reason. The purpose of this probationary period is for

both parties to decide whether the employee is suitable for the position and/or the organisation.

Equal Opportunity

AAG is committed to providing an environment that is free of discrimination. All staff are entitled to access employment, promotion, training, transfers, and benefits based on merit and will be assessed on the basis of their skills, qualifications, abilities, prior work performance and aptitudes.

Inclusion

Access Australia Group is committed to equitable treatment and the elimination of discrimination through mutual respect. AAG is an inclusive and culturally diverse workplace who treat all with dignity and fairness by empowering access to opportunity, addressing structural inequalities and tackling unconscious bias.

Key Selection Criteria

Essential

- A diploma level or above qualification in Community Services or similar.
- Exceptional understanding of the National Disability Insurance Scheme and how it is applied.
- Demonstrated ability to supervise and train staff, some of whom may experience a broad range of disability types and require varying support needs.
- Demonstrated ability to manage time and workload effectively to achieve business and strategic priorities in a dynamic environment.
- Demonstrated financial skills with the ability to formulate and work within tight budgets.
- Demonstrated ability to develop and maintain networks and partnerships, including negotiation skills, to promote and build the business.
- Demonstrated identification and management of risks associated with the business.
- Make evidence-based decisions in line with policy, legislation and delegations.
- Commitment to quality, compliance and exceptional service delivery, in line with industry standards.
- Demonstrated commitment, alignment and role modelling of AAG's values.

Desirable

- Demonstrated leadership in the Disability Services Sector.

Signatures

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| Staff Member Name | |
| Staff Member Signature | |
| Date | |
| | |
| Chief Executive Officer | <i>Liz March</i> |
| Chief Executive Officer Signature | |
| Date | |