

Position Description

Position	Residential Services Manager
Reporting to	Senior Manager, Residential & Respite
Division	Consumer Directed Care
FTE	
Location	

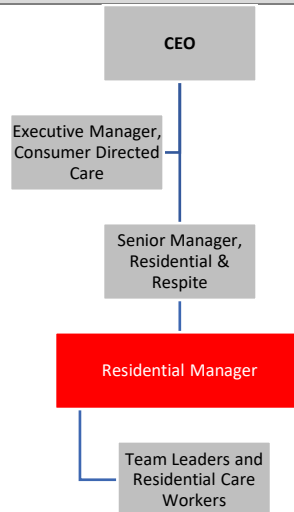
Organisation

MS Plus, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

Role Purpose

- **Purpose** – Support people living with MS in a Residential setting
- **Responsible** for providing high quality and consistent care and support, in accordance with best practice guidelines in disability care, health care assessments, NDIS plans and workplace policies and procedures, to people living with MS in a community residential service
- **Respecting** participants as individuals and supporting them to maintain purpose in life through meaningful activity, self-determination, choice and community as well as family connectedness
- **Supporting** the service and staff by ensure efficient and effective day to day operations, and a sustainable quality service delivery through demonstrated leaderships. Coach and mentor staff

Team structure



Key Responsibilities

Key focus area	Success factors
Strategic / Organisational Leadership Responsibilities	<ul style="list-style-type: none"> • Systems and processes, to implement the strategic plan and management of WHS, Quality, Risk and legislative and regulative compliance including taking an active role in the NDIS Accreditation process • Change Leadership and management and responding to new and emerging trends through skill acquisition, the use of new technology and creative and innovated work practices.

	<ul style="list-style-type: none"> Undertake duties that require knowledge of procedures, guidelines and/or statutory requirement relevant to the organisation
Key focus area	Success factors
Operational Leadership	<ul style="list-style-type: none"> Working with clients and customers includes service delivery models, working with different types of clients, maintaining awareness of client's issues ensuring dignity and confidentiality Skills associated with professional conduct such as self-management of professional behaviour, taking responsibility, problem solving and initiative Management of programs, campaign projects and contracts as well as policy development and implementation to guide work practices. The effective use of financial resources, assets, and equipment as well as building MSL's assets and sustainability Plan, co-ordinate and administer the operation of a multi-functional service including financial management and reporting Required to assist in the preparation of, or prepare the facilities budget in liaison with management Monitor and interpret legislation, regulation and other agreements relating to occupation health and safety, workers compensation and rehabilitation Establish priorities and monitor workflow in the areas of responsibility Develop, plan, and supervise the implementation and review of care plans and ensuring all residents have an up-to-date allied health reports. Ensuring Storiicare system is up to date with current information including overseeing of progress notes
Key focus area	Success factors
People Leadership/ Relationship Management	<ul style="list-style-type: none"> Inspires passion, optimism, purpose in self and others Leadership and issues associated with together such as inclusion and embracing difference, dealing with conflict, collaboration over shared goals and team morale Work under general direction and supervise other employees and/or volunteers All forms of communication such as advocacy, negotiation, written and verbal communication and interpersonal style Community engagement, sectoral awareness and working collaboratively with other community sector organisations in formal and informal partnerships
Key focus area	Success factors
Compliance and Professional Conduct	<ul style="list-style-type: none">
Key Contacts	<ul style="list-style-type: none"> MSL Managers and staff Family members and friends Respite clients and families Medical professionals including hospital personnel Allied Health staff Community Participation staff Contractors appointed by MSL Community Leaders

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Qualifications/Work Experience	
Essential	<ul style="list-style-type: none"> • Tertiary Qualification in Health, Disability or Aged Care or Associate Degree • Current 1st Aid Certificate • Current CPR Certificate • NDIS Workers Orientation Module • NDIS Workers Screening Check
Desirable	<ul style="list-style-type: none"> • Employed in the Disability/Community Sector for 2 years or more • Front Line Management Certificate/Diploma • Medication Administration Certificate/Experience • Manual Handling Certificate/Experience • Food Handling Certificate • COVID safe planning

Knowledge and Key Selection Criteria	
Essential	<ul style="list-style-type: none"> • Experience in a Management role within community-based residential care services • Able to Manage on call after hours queries during weekdays (exception Friday) and when the Senior Manager, Residential Services is on leave. • In an emergency evacuation procedure or other emergency situations be available to attend the service. (Leave excluded) • Able to work in partnership with Senior Manager, Residential and Respite services
Desirable	<ul style="list-style-type: none"> •

Key Competencies	
Key Focus Area	Demonstrated competency
Reflective Practice	Disseminates, promotes and develops reflective and evidenced based practice models
Knowledge of Client / Consumer Issues	Demonstrates detailed knowledge of client/customer issues and builds research links
Client / Consumer Outcomes	Provides clinical or technical leadership and focuses team on excellence in service delivery and client/customer outcomes

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Client Confidentiality and Dignity	Creates systems and policies for protection of client/customer confidentiality
Time Management	Prioritises work; delegates appropriately demonstrating an understanding of organisational, team and individual priorities and capacities; and ensures that key requirements are met
Taking Responsibility	Delegates to develop staff and accepts responsibility for actions of staff and teams under authority
Problem Solving	Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving
Complaints Handling and Continuous Improvement	Establishes complaints handling procedures and methods for responding to critical incidents. Proactively identifies improvements in service delivery.
Quality, Risk, Safety, Legislative compliance	<ul style="list-style-type: none"> • Manages implementation of quality systems and ensures that quality outcomes are achieved • Proactively identifies and manages risk and encourages staff to take advantage of opportunities • Manages work practices for health and wellbeing of staff and compliance with WH&S legislation • Manages work practices to comply with relevant legislative, regulatory, accreditation and licensing requirements
Change Leadership	Engages team in change, implements change management processes and monitors progress
Learning and Development	Establishes systems and processes for reviewing skills and professional development needs of the team. Ensures development of self and lower-level managers and team members
Shared Vision	<ul style="list-style-type: none"> • Role models behaviour aligned with, and actively promotes, MSL's values. • Proactively addresses behaviour of team members that does not align with these. • Celebrates and rewards the achievement of outcomes that contribute to the organisation's purpose
Team Dynamics / Conflict Management	<ul style="list-style-type: none"> • Manages team dynamics, supports productive working relationships and work-life balance • Develops systems and protocols for management of conflict and disputes and is actively involved in problem solving and conflict resolution
Written and Oral Communication	<ul style="list-style-type: none"> • Writes accurate reports and influential documents that meet audience need and desired outcome • Provides informed, meaningful, and relevant messages when communicating with staff and clients/consumers/customers
Interpersonal skills	Models' self-awareness, self-management and social awareness in communications, problem solving and conflict resolution. Inspires team members to be the best they can be.
Partnerships and Collaboration	Develops models and protocols for working in formal and informal partnerships with other community service organisations to achieve client/customer outcomes

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Personal Attributes	
	<ul style="list-style-type: none"> • Find ways to work better and smarter • Generates options and ideas • Is open to change and alternatives
Positive	<ul style="list-style-type: none"> • Has faith in own abilities • Is optimistic – approaches work with a sense of possibility and positivity • Remains calm and focused when faced with difficulty
Self-disciplined	<ul style="list-style-type: none"> • Manages own time to achieve key outcomes • Avoids distraction and diversions
Analytical	<ul style="list-style-type: none"> • Reviews evidence and opinions before making judgement • Presents clear and logical arguments • Takes a systematic approach when building toward improvements
Flexible / Adaptable	<ul style="list-style-type: none"> • Adapts to changing circumstances in the workplace • Prioritises work and addresses what is most important • Takes advantage of new and emerging opportunities
Resilient	<ul style="list-style-type: none"> • Recovers from setbacks • Overcomes obstacles and impediments • Learns from experience and identifies areas for self-development
Client/customer focused	<ul style="list-style-type: none"> • Prioritises needs of clients, consumers and customers • Aims for best experience and outcomes for clients, consumers and customers • Is outcome focused • Follows through with commitments
Culturally aware	<ul style="list-style-type: none"> • Respects difference in all its forms • Adapts language to aid communication • Values diversity as a strength and positively utilises diversity
Honest	<ul style="list-style-type: none"> • Is credible and truthful • Is reliable and trustworthy • Acknowledges and learns from mistakes
Inclusive	<ul style="list-style-type: none"> • Recognises the rights of others • Is committed to social justice and social inclusion • Makes equitable decisions
Ethical	<ul style="list-style-type: none"> • Has integrity and principles • Is truthful • Reflects expected standards of behaviour and/or Code of Conduct
Collaborative	<ul style="list-style-type: none"> • Treats clients / consumers / colleagues with respect and compassion • Gives feedback in a timely and respectful way • Works with others to achieve common goals • Engenders a spirit of teamwork • Inspires trust
Supportive	<ul style="list-style-type: none"> • Encourages others to attain goals and achieve • Listens actively and inspires confidence • Demonstrates empathy when confronted with adversity

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Determined	<ul style="list-style-type: none"> • Research options and sets a clear path • Deals with obstacles and impediments • Has clear goals and works to exceed expectations
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Employment Screening

Appointments within MS Plus are subject to the satisfactory completion of a police check (All), a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles, work may not be attended if the required screening employment checks have not been completed/cleared. Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee. All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Required screening

<input checked="" type="checkbox"/>	Police Check	<input checked="" type="checkbox"/>	International Police Check
<input type="checkbox"/>	WWVP (ACT/TAS)	<input type="checkbox"/>	WWCC
<input checked="" type="checkbox"/>	Right to work in Australia	<input checked="" type="checkbox"/>	NDISWC
<input type="checkbox"/>	Relevant vaccination records	<input type="checkbox"/>	Other

Acknowledgment

I accept this position description as detailed above and understand that it may be reviewed regularly and may need to be amended occasionally due to variations in responsibilities and organisational requirements. I have been made aware how to access MS Plus policies and procedures for future reference. I am aware that should I be in any doubt about the interpretation of a policy or procedure I should consult my immediate Manager or a People Culture Quality representative.

<i>Signed Employee</i>	<i>Date</i>
<i>Signed Manager</i>	<i>Date</i>

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