

Position Description

Position title:	Manager, NDIS Service Delivery	Reports to:	Senior Manager, Disability Pathways
Program / Department:	Disability Pathways	Primary work location/s:	Wayville
Direct reports:	NDIS Coordinators	Key stakeholders:	Disability Employees Finance Team P&C Team Specialist Practitioners Government Agencies Community Organisations
Award:	SCHADS	Classification:	Level 7

Who we are

Baptist Care SA provides out of home care, disability care, youth education and employment, homelessness, and therapeutic support services. Established in 1913 we have a dedicated staff and volunteers who work tirelessly to help South Australians achieve their full potential. Baptist Care SA is committed to working with the State's most disadvantaged, championing local issues and connecting with people to provide transition pathways from adversity to opportunity.

Our values

Integrity Ensuring personal and corporate transparency and the highest ethical standards.	Compassion Treating people and communities with empathy, dignity and fairness.	Empowerment Releasing individual strengths that promote personal and community transformation.	Innovation Fostering a culture of continuous improvement, staff engagement and improved client outcomes.
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About the role

The Manager, NDIS Service Delivery will lead a highly skilled and client-focused team to provide services to people with a disability and help them achieve their goals. Ensuring that all clients receive the highest quality services. Responsible for implementing a person-centred approach to disability services delivered by Baptist Care SA, including adherence to the Baptist Care SA Practice Framework and Disability Pathways Service Delivery model.

The Manager, NDIS Service Delivery holds the responsibility for ensuring that funding packages for each client are implemented effectively to ensure that quality services are provided in line with the client's NDIS plan and funding package, and that budget requirements for these services are met.

The Manager, NDIS Service Delivery reports to the Senior Manager, Disability Pathways and will work in partnership with a range of specialist practitioners, government agencies and community organisations, as well as NDIS Specialist Team and corporate service units, to meet the needs of clients. They will have the skills to support clients and their families to transition into our services, to co-ordinate responses to client engagement and service delivery issues and oversee internal and external reporting processes.

Role responsibilities

Operational and Financial Management

- Lead the operational management of the Service Delivery area to ensure the provision of high quality, person-centred care across NDIS funded services
- In conjunction with the Senior Manager, Disability Pathways, lead Service Delivery team to grow Disability Pathways services in line with business plan and budget expectations
- Ensure effective delivery and development of services, including the management of Service Delivery team
- Ensure clients and their families' transition well into our services, ensuring appropriate levels of support and a well-matched support team, in line with clients' preferences
- Ensure client exit transitions are smooth and in accordance with NDIS standards and expectations
- Ensure services are contracted correctly according to client NDIS plan funding requirements, and that services provided are recorded accurately in IT systems to support finance billing processes
- Ensure that Roster of Care for each SIL client is implemented correctly (including step-down requirements) in line with their NDIS plan and funding to ensure that client funding is used appropriately
- Provide and co-ordinate immediate and appropriate responses to service delivery issues and concerns
- Ensure that all client records are appropriately managed and documented according to organisational and NDIS auditing requirements
- Manage information systems to record, analyse and report on client and service information internally, to service partners and regulatory bodies in a timely manner
- Ensure that the organisational Practice Framework and Disability Pathways Service Delivery Model are implemented effectively to ensure quality and person-centred supports are provided to all clients
- Contribute to the development and implementation of relevant policies, procedures, guidelines and practice standards
- Manage expenses for allocated teams and area to ensure efficient service delivery which remains within budget expectations

Strategic Business Development and Partnerships

- Develop and maintain effective networks with a range of stakeholders to develop partnerships, clear referral pathways and support for new business opportunities, sustainability and growth

- Support members of the Disability Pathways team to establish and maintain networks and partnerships with carers, other agencies and service providers and community stakeholders to facilitate effective service provision
- Develop community and other networks, including with Baptist Churches, to support opportunities and choices for people with disability
- Collaborate with the NDIA and other Government agencies to contribute to the ongoing improvement of services and supports provided to people with disability

Person Centred Care

- Lead a person-centred approach to client engagement and ensure all clients, their families and advocates are treated with dignity and respect
- Ensure clients are encouraged and supported to participate in decisions that affect them and ensure that our services offer genuine opportunities for independence, choice and control
- Ensure that clients, carers and their families are engaged, informed, and consulted with and that they receive timely and appropriate communication and information that is accessible and in a format that best suits them
- Ensure that the views of clients, their carers and families are incorporated into the design, review and evaluation of services

People & Culture Management

- Lead a highly skilled, multi-disciplinary team to provide outstanding services and encourage innovation to meet client needs
- Develop direct and indirect reports through provision of mentoring and leadership development in both practice related and professional business practice, as well as performance management
- Ensure effective and timely supervision is provided to all team members
- Lead direct reports to professionally represent Baptist Care SA to clients, carers, guardians and advocates and the disability services sector
- Set and model a team culture that demonstrates the organisations' Christian values and promotes a supportive, collaborative, ethical and accountable work behaviours, beliefs and values in alignment with Baptist Care SA mission, purpose and values
- Ensure all staff are appropriately trained, equipped and empowered to provide the highest quality of service to our clients
- Foster and maintain a workplace culture which attracts and retains skilled, experienced and values aligned staff
- Promote the implementation of WHS for the team, including the identification and control of hazards, the provision of appropriate information and training, and compliance with all relevant legislation, policies, procedures and systems
- Preparation of resources and delivery of staff training as required

Quality and continuous improvement

- Contribute to the ongoing review and evaluation of service delivery to ensure the continuous improvement of our services, enhancement of our client wellbeing, independence, and choice.
- Comply with relevant legislation.
- Contribute to the review and continuous improvement of our internal systems for quality assurance, reporting and monitoring.
- Ensure business and operational risks are identified and appropriately monitored and/or mitigated.

Work Health and Safety

Baptist Care SA is committed to the health, safety and wellbeing of our employees, volunteers, contractors, clients, and other people within our workplaces. As a Baptist Care SA team member, you must:

- Take reasonable care for your own and others' health and safety within the workplace.
- Take reasonable care that your actions or omissions do not adversely affect the health and safety of yourself or others.
- Cooperate with any reasonable directions, policies and/or procedures relating to health and safety in the workplace.
- Report all injuries, illness, near misses or hazards as per Baptist Care SA's policies and procedures; and
- Participate in relevant health and safety training, and risk management initiatives based on position and responsibilities.

Know and apply Baptist Care SA policies and work directives

- Align with the Baptist Care SA strategic intent and values, including the strategic plan.
- Model and foster behaviours aligned with the Code of Conduct.
- Work harmoniously with Baptist Care employees, volunteers and other stakeholders.

About you

The qualifications you bring

- University Qualifications in Disability, Management or Community Services

The experience you bring

- Previous management experience in a similar role
- Previous operational and people leadership experience
- Significant previous experience working within the NDIS framework
- Supporting families and client's engagement at intake and exit from organisations
- Experience in managing direct reports and ensuring outcomes are delivered

The competencies (knowledge, skills and behaviours) you bring

- Strong interpersonal skills with the ability to build rapport with key stakeholders
- Ability to work harmoniously and cooperatively with other people and to work independently at times without supervision
- Demonstrated knowledge and understanding of the NDIS regulatory environment including the NDIS Rules, Price Guide, Practice Standards and Code of Conduct
- Evidence of ability to manage a multidisciplinary team.
- Evidence of effective stakeholder relationship management
- Adaptive leadership skills and ability to engage with executives, senior leaders, service delivery workers and clients

Other specific employment requirements

- A current and valid DHS: Child-Related Employment Screening/WWCC
- A current and valid National Police Clearance
- Training – Child Safe Environments
- A valid NDIS Worker Screening Check
- Ability to work outside of normal office hours, as required
- Ability and willingness to travel within South Australia as required
- A valid full South Australian drivers' license (C Class)

- A fully insured and roadworthy compliant vehicle (roadworthy check required)

Desired Requirements

- Promote good relations and practices towards different minority groups that support equality, diversity, and inclusion.
- Previous experience in public speaking/group management.
- Previous experience in a faith based, community services environment.
- Aboriginal and Torres Strait Islander peoples are encouraged to apply.

Your confirmation of acceptance:

By signing below, I accept that I have read and understood this position description and that I agree I am able to undertake all aspects of this role.

Employee signature: _____ Date: _____

Employee name: _____

Monitoring, evaluation and review

Status:	Approved	Control:	People and Culture
Approved by:	Manager, People & Culture	Version:	3.0
Effective Date:	August 2024	Review Date	August 2025