

Koorana Child and Family Services - Position Description

Position Title:	Service Manager – Community Supports
Reporting Relationship:	General Manager Client Services
Direct Reports:	3 Team Leaders – Preschools (2); Playgroups and SIBS (1) 5 Project Staff – CCFI (1); Start Strong (2); Sector Capacity Building (2)

1. Position Purpose

Koorana works with all children, and is committed to delivering quality early childhood education, intervention and family support services that acknowledge and respect all individuals. The Service Manager is responsible for developing Koorana's profile, establishing relationships with key stakeholders, promotion of all Koorana services across existing and new areas of service delivery, and the establishment (where applicable), coordination and ongoing management of the full range of Koorana's services. The Service Manager will provide broad leadership across their area and guidance and management of services through close engagement with team leaders and teams.

2. Organisational context of the position

Koorana's management structure positions the organisation for ongoing growth and development. The Board of Management is responsible for governance and is legally responsible for Koorana's outputs. The Chief Executive Officer (CEO) is employed to manage the strategic directions of the organisation and to broadly oversee the efficiency of the organisation's major functions.

The CEO, General Manager Client Services and General Manager Corporate Services form the Executive Management Team.

Koorana values self determination, access and equity, mutual respect, collaboration, and ethics & integrity. Our practice is driven by family centred principles, evidence based best practice, fostering natural community inclusion, quality management, and the key worker model.

Koorana is committed to delivering family-centred services that

- respect, support and enhance the vital role the family plays in their child's life and development
- recognise the ways in which a child's abilities, disability, developmental delay or challenging behaviour can impact on all family members.

Koorana's services are designed to ensure that families are well informed, have choices, and are supported in their decisions.

3. Position Responsibilities

3.1 Area Leadership

- Develop Koorana's profile across the area, representing and promoting Koorana and Koorana's services in collaboration with the General Manager Client Services
- Establish and maintain professional relationships with stakeholders across the area
- Explore collaboration and partnership opportunities within the area
- Contribute to the growth and development of Koorana's services
- Identify opportunities for service growth within the area, and establish new services in collaboration with the General Manager Client Services.

3.2 Area Service Management

- Lead the alignment of all services with Koorana's values and practices, ensuring their consistent understanding and application
- Lead and manage Koorana's models of practice to deliver quality early education, intervention, and support services that are effectively delivered in children's natural environments, ensuring;
 - effective management of the range of income streams
 - a consistent approach to transdisciplinary practice
 - consistent implementation of early childhood education frameworks and best practice
 - services are regularly reviewed, monitored and adjusted as necessary
 - all accountability requirements are met
 - the team is supported to effectively develop realistic timetables that meet individual and business needs
 - establishment and maintenance of relevant professional relationships
 - emphasis on building positive relationships with families that demonstrate respect for individual needs and cultural competence
 - consistency in the development and implementation of individual intervention learning programs through Individual Education Plans (IEP) for each child receiving services
 - support for families through the Individual Family Service Plan (IFSP) process
 - effective management of intake and allocation
 - Team Leaders are supported to effectively manage funding processes for individual children
- Work closely with Administrators and team leaders to ensure effective administration of services, including
 - consistent use of the Koorana's client management systems
 - record keeping and filing
 - activity and financial reporting
 - purchasing
- Work collaboratively across Koorana management to ensure delivery of services has the administrative, building management and other support required to ensure successful service delivery
- Work collaboratively across Koorana to develop and implement information and resource strategies to support client understanding of the individualised funding model and their transition into the scheme
- Contribute to the development and maintenance of Koorana's operational policies in collaboration with the Executive Management and Services Management Teams
- Manage the implementation and maintenance of operational policies, procedures and processes
- Develop the annual operating budget for services, relevant to the brief in close collaboration with the General Manager Client Services, and advise on capital expenditure needs
- Manage the overall services budget, supporting team leaders in implementation and monitoring of the budget

- Manage specific projects as required.

3.3 Team leadership

- Provide leadership, support and guidance for team leaders and members
- Facilitate performance and professional development processes that meet the needs of team members and Koorana
- Recruit and induct team members in close collaboration with the General Manager Corporate Services
- Foster a positive culture across services, aligned to Koorana's overall culture
- Lead and foster the involvement of students and volunteers where appropriate

3.4 Quality and Compliance Management

- Oversee implementation of a transdisciplinary approach to delivery of the enhanced key worker model
- Ensure laws and regulations are consistently followed as outlined in Koorana Policies and Procedures, including
 - Education and Care
 - Disability Standards
 - Child protection
 - Work health and safety
 - Employment and workplace relations
- Ensure services operate within Koorana's policies, procedures, and delegations.

3.5 Koorana Leadership

- Active participation in, and contribution to, broad leadership of Koorana service delivery through membership of the Services Management Team
- Contribute to the development of strategic and business plans in collaboration with the Executive Management Team
- Promote Koorana's services within the wider community
- Represent Koorana at conferences, workshops and similar events as required
- Contribute to the development and implementation of research conducted by Koorana or an approved outside party
- Support the CEO and General Manager Client Services in preparing and presenting reports for the Board of Management as required
- Attend the Annual General Meeting (AGM) and other meetings and events as required.

4. Key Selection Criteria

Qualifications

- Relevant recognised University Degree

Experience & Skills:

- Extensive experience in service management, planning, budgeting and delivery, including the delivery of specific intervention programs within inclusive settings
- Comprehensive understanding of child development, evidence based practice in early childhood, and disability services
- Extensive experience in leading, managing and supporting staff and multi-disciplinary teams
- Excellent communication and interpersonal skills
- Proven ability to work collaboratively, and to lead and manage services within a broader organisational framework and management structure
- Proven ability to develop, foster and manage relationships with a range of organisations and individuals
- Demonstrated ability to take initiative, prioritise, plan ahead, anticipate risks and problem solve
- Knowledge of applicable laws & regulations and the NSW disability standards, and experience in their practical application
- Demonstrated ability to work in a culturally diverse community
- Proficiency with Microsoft Office computer applications.

Personal attributes:

- Respect for the philosophy and values held by Koorana
- Ability to coach team leaders and staff through everyday interactions
- Exceptionally well organised
- Current Driver's License
- Access to a comprehensively insured vehicle.

5. Personal and Professional Development

- Maintain membership of the relevant professional body/organisation
- Attend internal/external training as appropriate
- Participate in a performance development & review process
- Participate in at least one unpaid, out of hour's community activity in each calendar year (e.g. local festivities etc).

6. Confidentiality

All operations of Koorana Child and Family Services including client, program and administrative information is confidential and is not to be disclosed to any person at any time. This restriction on disclosure of confidential information continues to apply in the event of employment with Koorana ceasing.