

# Position Description

## Supported Living Manager

The Supported Living Manager manages a cluster of supported living services. They lead a team of Support Workers and are assisted by Practice & Learning Advisors. This critical role is responsible for the delivery of customer outcomes and for the effective management of services. They are expected to spend at least a day per fortnight in each of the services under their management, ensuring active support is provided in a high-quality environment.

<b>Reports To</b>	Area Manager
<b>Direct Reports</b>	Support Workers
<b>Level</b>	Management Level 7 - competency framework
<b>Location</b>	New South Wales
<b>Date Prepared</b>	12 August 2019

## We're guided by our Purpose and Values

Our Purpose is the reason we exist, and at Aruma that is:  
**Supporting people to live a great life, the life they want, the life they choose.**

Aruma is also BRAVE. That's what makes us a trailblazer. Being part of our team means you need to meet our BRAVE behaviours.

Bold - we speak up; Respectful - we respect each other; Authentic - we do what we say; Value Teamwork - we do things together; Excellent - we do things well.

We're the trusted partner of over 5000 people with a disability throughout the east coast of Australia. Aruma puts our customers first. And to do this we need employees who are brave, bold, and who dare to think differently.

## What success looks like...

- Ensure person centred, quality outcomes for customers and their families
- Minimise risks to customers and employees and ensure safe working environments
- Meet budgets including labour targets and minimise vacancies
- Lead and develop capable and dedicated teams, committed to excellent practice
- Ensure services adhere to regulatory and legislative requirements
- Ensure services run effectively, efficiently and sustainably

## A day in the life of a Supported Living Manager...

### Customer Service

- Ensure person centred, quality outcomes for customers and their families and role model to Support Workers how outcomes can be optimised
- Ensure effective and confidential communication with customers, families, carers, and health care providers
- Maintain complete and accurate customer documentation/files, including health care records
- Ensure customer information and plan data is recorded correctly in CIMS and notes are completely accurately
- Recommend and implement changes to customer protocols that better support customer outcomes
- Actively participate in restrictive practice authorisations and reviews
- Ensure the Support Framework is used to provide services which deliver customer outcomes
- Respond promptly to customer complaints and queries

### Service Provision

- Ensure quality of services and practice
- Lead service meetings on a regular basis
- Ensure supported living sites are maintained in accordance with tenancy agreements
- Facilitate NDIS pre-planning with customers
- Review NDIS plans annually, or more frequently if appropriate
- Ensure NDIS plans are implemented and customer outcomes are achieved
- Provide after-hours/on-call support as per on-call roster
- Ensure appropriate and sustainable use of resources
- Ensure assets are well maintained

### People Management

- Lead and manage teams to achieve service and organisational goals
- Develop a high performance culture, committed to quality and outstanding customer service
- Coach staff to demonstrate good practice, working closely with Practice & Learning Advisor
- Recruit and select competent staff with an appropriate level of disability knowledge and the skills to engage with customers
- Ensure all new staff complete induction and on boarding requirements and all staff undertake mandatory training
- Ensure Support & Development conversations occur regularly
- Utilise Practice & Learning Advisors, in consultation with Area Managers, to support the induction, on boarding and training of staff and to improve practice in services

- Support training, learning and development opportunities for staff and where staff are scheduled to undertake training support their release from the roster
- Minimise workers compensation claims and near misses through sound management, effective training and safe working practices
- Ensure rosters meet rostering guidelines and staff preferences are communicated to Schedulers

### **Risk Management**

- Ensure risk assessment, mitigation and quality improvement practices are implemented
- Respond to Periscope incidents in a timely way; follow up issues and update log with comprehensive information
- Manage critical incidents and report any breaches of the Disability Services Standards and other relevant legislative requirements to ARUMA senior management and relevant agencies
- Ensure adherence to organisation policies and procedures and all relevant government legislation and standards
- Undertake WHS audits and ensure the health, safety and wellbeing of self and others

### **Financial Management**

- Meet budgets, complete forecasts and make recommendations for more effective management of costs and labour
- Prepare master rosters, in consultation with Schedulers, ensuring they meet service/customer needs and budgets
- Work with Schedulers to deploy staff efficiently and meet service/customer needs

### **Business Processes and Administration**

- Ensure appropriate NDIS Billing is completed accurately and on time
- Oversee site contracts, lease management, vehicle maintenance, service accounting
- Manage petty cash and property maintenance processes
- Liaise with regional admin teams to support completion of admin tasks and ensure efficient processes
- Implement transfer of business to the NDIS

### **Community Engagement and Business Development**

- Develop strong relationships with customers and their families, carers and advocates, members of the community, other service providers, funding bodies, government agencies, auditors and practitioners
- Participate in the promotion and marketing of Aruma services

- Identify potential new customers and liaise with Customer Service teams for follow up
- Attend meetings and networking events which support service and organisational objectives

### **Working Relationships**

- Share knowledge and experience with colleagues and members of team
- Attend management meetings and proactively offer relevant information and ideas, and disseminate information to teams
- Develop collaborative working relationships with Practice & Learning Advisor, other Individual Support Managers, Supported Living Managers and Schedulers
- Work effectively with HR, training, admin, finance, systems and other shared services employees

### **What you need to be successful in this role...**

- A commitment to Aruma's code of conduct
- A minimum five years working in disability services or a similar environment
- A relevant tertiary qualification in Individual Support or related field and/or equivalent experience
- Comprehensive knowledge of human rights based approaches and person-centred principles and approaches, including positive behaviour support and active support
- Ability to coach, mentor and develop teams
- Well-developed written, verbal and listening skills
- Capacity to implement change and identify opportunities for innovation
- Solid financial management capability (P&L's, rosters, budgets, multiple cost centres)
- Confidence and capability in using systems and technology
- Strong administrative skills: time management, coordination of tasks, efficient work practices
- Ability to plan and schedule own work independently, monitor progress against work plans and outcomes

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_