

**POSITION DESCRIPTION**

<b>Position:</b>	<b>NDIS Manager</b>
<b>Hours:</b>	38 hours per week
<b>Salary:</b>	SCHADS Award Grade 7 Full Time Base Salary \$89,710.40 to \$93,697.24 per annum
<b>Terms of engagement:</b>	Full Time
<b>Location:</b>	Lismore
<b>Responsible to:</b>	CEO
<b>Direct Reports:</b>	Support Coordinators, Disability Support Workers (scope for this to grow and change)
<b>Qualifications/Skills:</b>	Diploma or Degree in Disability/Youth Work/Community Welfare/Social Science or other relevant qualifications with an in-depth knowledge of the NDIS Philosophy, business drivers, consumer eligibility requirements, service requirements and program modelling.
<b>Vision:</b>	<i>Inspiring People to Thrive.</i>
<b>Organisation:</b>	CASPA Services Ltd is a not-for-profit charity, who is accredited under the Office of the Children's Guardian and compliant with regulatory bodies as child a protection agency. CASPA is also a registered Disability Services provider with current NDIS registration. CASPA provides a range of specialised care services for people with complex needs and/or disabilities. Through our therapeutic framework, CASPA programs include therapeutic Residential Care for young people at risk who cannot live with their family, Supported Independent Living, Foster Care, Family Support, NDIS services, Mental health services, Mentoring, Early-Intervention, and Education.
<b>Position Objective:</b>	CASPA's strategic plan is to expand its NDIS division to support this growing area where people with disability and their families are empowered to choose the support they need. As a senior manager, reporting to the CEO initially, you will play a vital role in building the policy and program direction of CASPA's NDIS offering and work collaboratively with the leadership team and external networks to promote and extend our service delivery for current and potential participants. You will be a resilient leader with a history of success in the sector, able to drive CASPA's NDIS program utilising growth strategies with maximum impact.

## **Key Responsibilities:**

- Development, implementation and management of the Disability Services program including the full establishment of service delivery under the NDIS.
- As part of the senior management team, provide strategic direction of the division and contribute to the development of the overall CASPA strategic plan.
- Engage with all operational and shared service areas within CASPA to provide an integrated approach to NDIS service and product delivery.
- Oversee the development and implementation of detailed standards and compliance to ensure CASPA is acting consistently and meets quality audit with all regulatory bodies.
- Working with the Financial Controller, track and evaluate the financial viability and growth to deliver outcomes aligned with the strategic plan.

## **DUTY STATEMENT – NDIS Manager**

### **Your main duties will be:**

#### **Leadership and Management**

- Effectively manage the range of NDIS programs and staff.
- Work with the executive team to ensure all NDIS programs are operating within budget constraints.
- Align with the philosophy of NDIS by contributing to the development of robust systems that increase the quality of life of participants accessing the service.
- Driving implementation of strategic planning goals for the NDIS program to include group homes SIL and SDA.

#### **Program Activity and Service Delivery**

- Develop CASPA's program through a visionary operational plan to ensure that CASPA is recognised as a significant NDIS provider.
- Grow CASPA's service provision, implementing mechanisms for expansion and growth.
- Exploring and developing innovative services and products to meet identified community needs for people with disability and families.
- Defining, evaluating pricing service types and products to establish annual targets and performance indicators.

#### **Community Engagement and Participants**

- Establishing CASPA as the provider of choice with a "seat at every table", discussing and advocating NDIS to represent CASPA in senior sector leadership positions and forums.
- Liaise and collaborate with referral agencies and develop partnerships to maximise use of CASPA's resources and funding.
- Building strong partnerships to establish MOU's with leading providers to define CASPA's footprint in the disability sector.
- Actively engage, report, advocate and partner with the NDIA and government departments as appropriate.

### **Administration, report writing and compliance responsibilities**

- Complete all documentation and communications in an accurate, professional and timely manner meeting legislative requirements and CASPA's expectations.
- Comply with CASPA's organisational policies and procedures.
- Work with the Quality and Compliance division to ensure compliance to audit requirements.
- Relate to other services in a professional manner and work collaboratively in the interests of young people
- Microsoft software suite to be utilised for daily administrative and other tasks.

### **Contribute to a positive team culture**

- Ensure and positively participate in regular team meetings, group supervision and training.
- Take responsibility for giving and receiving constructive feedback within the team setting.
- Utilise team peers to ensure best practice in participant service provision.
- Work with and support marketing team in developing marketing plans and content.
- Follow for team and self CASPA People and Culture policies and procedures to comply with the Fair Work Commission and National Employment Standards.

### **WHS responsibilities**

- Understand, comply and observe the principles of the WHS Act.
- Observe safe work practices.
- Report hazards and incidents.
- Work cooperatively with all staff to maintain a safe and secure environment.

### **Personal Abilities / Skills required**

- Commitment to the welfare, rights and personal development of people with a disability.
- Highly developed written and verbal communication skills with participants, caregivers and colleagues.
- Ability to model the values and attitudes consistent with CASPA values.
- Ability to demonstrate and maintain high levels of professionalism, integrity and ethics.
- Reliable and punctual.
- Self-motivated, innovative and positive.
- High level of interpersonal skills and conflict resolution.
- Ability to develop extensive personal and professional networks.
- Skills in research, evaluation, planning and effective report writing.
- Excellent organisational and time management skills.

**Benefits:**

- CASPA actively supports staff to have a healthy work life balance.
- Free gym membership to support your wellbeing as well as a fully established team of therapists and clinicians for your personal wellbeing support.
- Access to internal and external training opportunities and workplace mentoring including you own team clinical supervision sessions every month.
- Great professional development opportunities for those who want career progression.
- An Employee Assistance Program, a free and confidential counselling service.
- An excellent end of year celebration to reward all carers and staff for their dedication and commitment to the role. Additionally, we promote team work and have a social approach to our work with lots of opportunities for connecting with each other for support.
- As a not-for-profit organisation, our employees are able to take advantage of salary packaging to receive up to \$15,900 of their salary tax-free, as well as additional meal and entertainment benefits.

*Advantage Salary Sacrificing – to find out more visit [www.salary.com.au](http://www.salary.com.au)*

*Working with Checks and Prohibited Employment Declarations and a Class C drivers licence are requirements for all child related employment.*

*I acknowledge that I fully understand the job description above and accept the duties of the position as stated.*

Signed:

Date:

Print Name .....