ROLE DESCRIPTION

Role: Lifestyles Manager Accommodation- South West Sydney

Reports to: Divisional Manager Accommodation

Role Family: Management Level: 4

Organisational Context:

Cerebral Palsy Alliance (CPA) is the largest non-government provider of disability services in NSW, providing a range of services to people with cerebral palsy and other disabilities. These include accommodation, therapy, technology, employment, community access and support. Services currently operate in a highly decentralised model through 70 separate outlets.

CPA’s corporate offices are based at Allambie Heights. Their primary function is to provide the organisation with the necessary resources and support that will assist all operational areas to achieve CPA’s overall mission and strategic direction.

The South West Community Living Program is a residential service providing support to 39 residents across 8 houses, an adult respite facility and a children’s respite facility, together servicing over 100 families. These facilities are located across the Western Suburbs of Sydney. The Area manager of Lifestyle Supports is responsible for the day-to-day operation of the Community Living Program through the support of a team of House Managers and Disability Support Practitioners.

In addition to ensuring quality care in the day to day operation of the program, the Lifestyles Manager of Accommodation will drive, in consultation with the Divisional Manager the ongoing development of accommodation options, individualised programs and lifestyle supports in South West Sydney. It is anticipated that this role will develop and change with the introduction of the NDIS.

Purpose, Nature and Scope of the Role:

The Lifestyles Manager of Accommodation is responsible to the Divisional Manager for all aspects of Accommodation Services including Respite. Facets of the role include:

- Maintain and improve the standard of accommodation support (including respite) provided to clients of Cerebral Palsy Alliance
- Develop various models of support for people with physical disabilities based on their individual needs and resources available
- Planning for the future needs of current and new clients and the development of a range of viable lifestyle support options from which they can choose
- Participate in implementation and continuous review of QA systems and processes
- Lead and manage all aspects of the program using a customer centric approach
- Effectively lead and manage the team to ensure that a seamless client journey is achieved across multiple services
- To be a key contact person for internal and external customers of the Accommodation Program
Outcomes identified for the Lifestyle Supports Program are:

- Services are planned and delivered in such a way as to meet individual needs and priorities. Services are planned in consultation with family / parents / guardians where appropriate with the key objective of delivering a seamless customer journey across multiple programs and services.
- Conformity to Legislation and organisational responsibilities
- Involvement of clients and families in the development and management of their planned lifestyle supports
- Development and maintenance of skilled and committed staff
- Provision of adequate and timely information to assist individuals and families in decision making

Organisational Relationships

The role reports directly to the Divisional Manager who reports to the General Manager Client Services who reports to the Chief Executive Officer.

Core Competencies of the Role:

- Organisational Knowledge
- Leadership/Teamwork
- Interpersonal Skills/Communication
- Problem Solving/Decision Making
- Legislation/Standards/Practice
- Customer Centric Service Delivery

Professional Learning & Development:

New employees must complete CPA’s induction program within the first three (3) months. The following learning and development components are compulsory:

- Corporate Orientation
- WH&S and Duty of Care
- Back Yourself – Theory
- Responding to Assault and Abuse

- WH&S Fire Security & Other Emergencies
- Employee Relations
- Stepping up for New Managers

Unless approved by Training Alliance as recognition of prior learning (‘RPL’), the following additional Essential Activities modules must also be completed within six (6) months of commencements of employment:

- Working with people with a disability-a person centred approach
- Communication
- Coaching and Conflict
A personal commitment to ongoing professional development, as outlined in annual performance appraisals is clearly demonstrated.

**Interpersonal Relationships:**

**Internal**
A. Divisional Manager  
B. Health Manager  
C. Divisional Management Team  
D. Lifestyles Manager of Accommodation-Metropolitan North & East Region and Hunter  
E. House Managers and Disability Support Practitioners  
F. LifePoints Managers and staff  
G. Clinical Nurse Specialists  
H. Other key department managers e.g.; Finance, HR

**External**
A. Families/Carers  
B. Relevant government departments e.g.; Dept Housing, ADHC Local Government  
C. Disability service providers  
D. Community services  
E. Other relevant agencies

**Role Dimensions:**

Direct reports: 9  
Indirect reports: 90

Budget: Approximately $4.5 million
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<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
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<tr>
<td>Organisational Knowledge</td>
<td>Has a detailed working knowledge of the mission and values of Cerebral Palsy Alliance</td>
<td>Can clearly articulate, communicate and demonstrate the mission and strategic priorities of Cerebral Palsy Alliance (CAP) through the delivery of contemporary and appropriate responses to unmet needs.</td>
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<td>Has a detailed working knowledge of Cerebral Palsy Alliances Key Result Areas and Strategies</td>
<td>Participates in the development of the service operational plan in alignment with Cerebral Palsy Alliance’s Strategic Plan and Key Result Areas</td>
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<td>Has a detailed working knowledge of the industry and related organisations. Detailed knowledge of the impact of sector, national and global issues on CPA operations</td>
<td>Demonstrates a detailed working knowledge of the organisation’s Strategic Plan through implementation of appropriate strategies within the program</td>
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<td>Has a thorough working knowledge and application of, CPA’s policies and procedures</td>
<td>Engages with external organisations and forums keeping abreast of changes in the sector</td>
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<td>Leadership/ Teamwork</td>
<td>Provides leadership to a medium sized group of senior staff OR effectively perform as a sole manager in a particular area or program or provides leadership to fewer staff in a complex environment or across multiple programs</td>
<td>Clearly articulates the policies and procedures affecting their role and service delivery</td>
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<td>Actively participates in relevant management team and contributes to team goals. Assists senior management with projects</td>
<td>Clearly communicates and leads staff and clients in the application of CPA’s policies, procedures and values</td>
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<td>Operates from a philosophy that teamwork enhances the achievement of good outcomes and actively demonstrates and contributes to teamwork</td>
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<td>Performs as a role model to staff in the areas of teamwork, leadership and service delivery</td>
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<td>Effectively manages change to foster a positive team environment</td>
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<td>Identifies and acts upon staff development needs to ensure all staff have a professional development plan</td>
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<td>Conducts formal annual performance appraisals on all direct reports</td>
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<td>Communicates to and motivates staff to high level of performance and commitment to the service vision</td>
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<td>Respects diversity and difference in ideas/approaches amongst colleagues and is able to maintain good working relationships</td>
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<td>Proactively seeks the knowledge and skills of others to enhance service delivery</td>
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<td>Participates in working parties, project development and supports work towards CPA’s strategic objectives.</td>
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<td>Interpersonal Skills/Communication</td>
<td>Is aware of, and maintains appropriate communication channels with all key staff, clients/families, and stakeholders both within and outside the CPA. Drafts reports on sensitive/complex issues or projects. Builds on established networks both internally and externally. Able to negotiate effectively on a wide range of issues. Positively identifies commonalities and differences and reconciles conflicting objectives and priorities. Takes responsibility for the timely provision of advice and assistance.</td>
<td>Develops and monitors effective systems of communication with all clients, families, staff, and stakeholders in line with service and program plans. Uses a diverse range of communication methods to meet the needs of staff, clients/families, and stakeholders. Delivers accurate and informative reports as per agreed timeframes. Pursues partnerships with internal and external services/organisations that promote positive outcomes for CPA’s client group. Represents the service and organisation at internal/external forums and meetings within scope of expertise. Actively listens to and proactively negotiates positive outcomes. Seeks and takes up opportunities to promote the service. Accepts and incorporates difference and diversity in the workplace. Seeks information to actively negotiate and facilitate resolution of complaints/conflict issues in accordance with the core values. Provides information both verbally and in writing within own area of expertise.</td>
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<td>Problem Solving / Decision Making/ Research</td>
<td>Identifies operational and/or strategic issues that impact widely across the organisation. Uses advances professional/technical practices to identify and resolve problems. Develops and implements strategic solutions. Evaluates alternatives and provides appropriate reports/recommendations</td>
<td>Makes strategic decisions and plans accordingly for the development of the service and changing needs of residents. Innovative and creative solutions to operational issues and long term outcomes. Formally undertakes research options to develop new work practices and enhance service delivery. Can identify issues within area of responsibility and identify any impacts beyond the service before taking corrective or preventative action. Operational plan developed and worked towards. Actively contributes to service and program planning and decision making. Provides advice within range of expertise/knowledge.</td>
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| Legislation / Standards/ Practice | Maintains a detailed working knowledge of all standards and relevant government legislation eg: OHS, Disability Services Standards and Disability Services Act. | Can locate and use relevant policies and procedures in relation to service delivery and management of staff  
Is able to act as an advisor to staff and service users in relation to standards and legislation  
Ensures staff and their activities comply with appropriate legislation and organisational policies and procedures  
Ensures service delivery and practices align with standards and legislation  
Ensures the development and maintenance of the CPA’s WHSIM system of OHS accountability within Accommodation services  
Provides timely and accurate feedback/comment/response to assist in organisational response and service response to requests for opinions/information  
Undertakes changes to service practices/procedures to ensure compliance |
| Qualifications/ Experience | Preferred degree in relevant discipline OR Frontline Management Certificate IV, plus seven (7) years experience in a related discipline. Demonstrates ongoing professional development | Qualifications  
Tertiary qualifications in Social Science/ Human Services/Allied Health or minimum Certificate IV Frontline Management or higher qualification  
Current Drivers Licence  
Experience:  
Minimum 7 years in the provision and or management of disability/community services  
Demonstrated experience and expertise in supporting adults with a disability  
Previous experience in the direct supervision and management of staff  
Experience and/or qualifications in the provision of customer orientated services |
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<td>Service Delivery Management</td>
<td>Has a thorough working knowledge of the range of client/family needs and able to work with them to identify these and develop plans which involve multiple service involvement</td>
<td>Demonstrates an ability to articulate the diversity and roles performed by services throughout the organisation and their relationship to accommodation services. Making suitable use of the resources available and/or appropriate referral to ensure positive client outcomes.</td>
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<td>Has a sound working knowledge of the range of services offered by the general and specialist communities</td>
<td>Clients, families and staff are supported to identify needs and secure the appropriate services for positive outcomes</td>
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<td>Has built strong working relationships with other community agencies and works to extend these links to ensure outcomes for both individuals and client groups</td>
<td>Identifies and demonstrates service/organisational partnerships that advance organisation/Community Living goals/Lifestyle supports and client outcomes. Attends relevant external forums maintaining well established networks</td>
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<td>Provides expert advice and support to other staff on a range of areas within disability</td>
<td>Provides accurate and timely information to staff and other service providers in relation to disability and related issues. Demonstrates an ability to articulate knowledge to staff, clients, families as required within own area of expertise.</td>
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<td>Responsible for all HR matters of tea, and consults appropriately with HR for advice and support on matters relating to employee relations, WHS and recruitment</td>
<td>Oversees the recruitment, training and support of staff according to policies and procedures. Ensures all direct reports and Disability Support Practitioners perform their roles according to role descriptions, policies and procedures. Manages staff performance issues competently, providing timely support to staff to do so in their roles. Annual appraisals are undertaken with all direct reports inclusive of professional development plans, ongoing professional development and succession planning. Ensures all staff are trained and performing according to the WHS and WSHIM guidelines. Ensures staff are equipped to deliver a range of high quality care and lifestyle support services to clients.</td>
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<td>Actively involved in budget preparation. Monitors monthly expenses and identifies, investigates and reports on any variances to budget</td>
<td>Prepares budget within agreed timeframes. Co-ordination of and accountability for budget expenditure. Facilities and equipment are maintained to a high standard.</td>
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<td>Meets assigned administrative deadlines in relation to reports, collection of relevant statistical data and the analysis of this data.</td>
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<td>Assists more senior managers with the evaluation of programs and prepares reports as required. Involved in the planning and development of services.</td>
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<td>Actively works to find opportunities to support and present a positive image of clients and the organizations services in the community</td>
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| Completes and submits reports within expected timeframes |
| Ensures all ADHC data requests are met in a timely manner |
| Prepares and submits reports and proposals as requested |
| Oversees the maintenance of all resident related documentation ensuring it is up to date, accurate, legible and meets accountability requirements |
| Actively participates in working parties, reviews and change management |
| Undertakes ongoing review and monitoring of service delivery in pursuit of best practice |
Knowledge, Skills, Experience and Values:

Essential:
- Relevant tertiary qualification and or related discipline experience
- Demonstrated experience and skills in the human services area, including:
  - Resource management
  - Strategic planning & service development
  - Management of complex issues related to human service delivery
  - Management of a multi sited team
  - High level communication, negotiation & conflict resolution skills
  - Ability to motivate staff & lead ongoing change
  - Leadership skills encompassing the ability to support team members to develop their own skills
  - Appraisal of staff work performance and to identify opportunities & strategies for skill development
  - Effective time management and strong organisational skills and an understanding of the principles of project management
  - Highly motivated self starter able to handle large volumes of information at any one time
  - Ability to liaise effectively with families/carers, other agencies, government & the community
  - An understanding of the impact of disability on adults and their families
  - Experience working directly with adults with disabilities and their families or carers
  - Working knowledge of all relevant government legislation and the ability to implement and monitor programs in line with this legislation
  - Knowledge of the latest trends in and research outcomes related to the delivery of services to adults with disabilities
  - Sound report writing skills
  - A sound knowledge of services relating to adults in the relevant region
  - Sound computer literacy and skills
  - Current driver’s licence
  - Proven experience in developing and maintaining partnerships and networks

Desirable:
- Experience in a comparable management role
- Extensive experience in delivery of accommodation services to people with high physical and/or complex support needs

Signed.................................... Manager Date...........................................

STATEMENT OF DUTIES

People Culture does not require a Statement of Duties; however where duties vary amongst employees with the same (or generic) role description, the manager may choose to attach a detailed statement of duties to this document.
Key Facets of the Role:

The Lifestyles Manager of Accommodation is responsible for the delivery of lifestyle supports within our group homes and centre based respite houses in the South West Sydney area. As such the Lifestyles Manager of Accommodation must ensure all services are led and managed according to the Disability Standards and CPA policy and procedures whilst also offering clients safe and caring service environments.

The Lifestyles Manager of Accommodation works in partnership with the Health Manager who is responsible for supporting CPA services and programs with the overall health management of all our clients.

The key facets of the Lifestyles Manager of Accommodation role include:

- Leadership, development and performance management of House Managers and Respite Managers
- Supporting managers in the performance of their roles and direct care staff management
- Establish and maintain a community living culture that conforms to the Disability Services Standards and CPA core values.
- Work in collaboration with the Lifestyles Manager of Accommodation for North East and Hunter to ensure consistency across services yet with sufficient flexibility to meet individual needs
- Prepare operational plan in line with CPA’s strategic Plan
- Set and work towards the strategic direction of the program that caters for the changing needs of clients lifestyle supports requirements
- Promotion of teamwork between managers and staff of the program
- Sound knowledge and wide use of CPA resources and personnel expertise to achieve positive outcomes for the program, the staff and clients.
- Preparation, monitoring and management of budget expenditure to ensure maximum efficiency in all cost areas
- Ensure compliance with all legislative and funding requirements at all levels of service delivery within the program
- Ensuring person centred planning is operational within the service at all levels of service delivery to clients
- Ensure all facilities and work practices conform with CPA’s policies, procedures and WHSIM systems/WHS practices
- Network and build positive working relationships with external providers
- Review and monitor delivery of respite services to ensure families have fair access to quality service provision and that annual capacity targets are met.
- Problem solving and handling of complaints arising from the program that cannot be met by the Service Managers.

Challenges:

- Embedding a sustainable customer centric culture within a staff group of diverse experience, length of employment, values and beliefs
- Building teamwork and mutual respect and support between service managers
- Assisting with expansion of accommodation services and lifestyle support options for our clients
Decision Making/Problem Solving

- The Lifestyles Manager of Accommodation is directly responsible for House Manager recruitment and professional development and indirectly for the recruitment and development of direct care staff.
- The Lifestyles Manager of Accommodation provides critical input into decision making as a member of the leadership Team within the division.
- The Lifestyles Manager of Accommodation is responsible in collaboration with the Health Manager for the strategic direction and overall delivery of appropriate health care for the complex health need and aging clients of the program.
- The Lifestyles Manager of Accommodation is responsible for the decision making and allocation of financial and personnel resources within budget limits.