ROLE DESCRIPTION

Role: House Manager

Reports to: Accommodation Manager

Role Family: Management Level: 2

Organisational Context:

Cerebral Palsy Alliance (CPA) is the largest non-government provider of disability services in NSW and the ACT, providing a range of services to people with cerebral palsy and other disabilities. These client services include accommodation, therapy, technology, supported employment, community access and support. Services are delivered to around 5,000 clients annually and currently operate in a highly decentralised model through 55 separate outlets.

CPA’s research institute is based at the University of Notre Dame University in Darlinghurst. Its mission is to conduct high quality research to reduce the prevalence and severity of cerebral palsy and enhance the health and wellbeing of people with cerebral palsy.

CPA’s corporate support services include human resources management, organisational development, financial management and accounts, fundraising, marketing and events management and general administrative support and are based at the Allambie Heights campus. Their primary function is to provide the organisation with the necessary resources and support that will assist all client services areas to achieve CPA’s overall mission and strategic direction.

CPA currently employs 1100 staff, 175 of whom are supported employees.

The Accommodation and team support approximately 150 clients with disabilities to live as independently as possible within the community, in group homes of various sizes, and a large residential centre based in Allambie Heights. Clients are encouraged to take part in the management of their house and to participate in their local community.

The Cerebral Palsy Alliance offers centre-based respite to adults with cerebral palsy and their families at respite houses in Chester Hill and St. Ives. The organisation also offers children’s respite services at Castle Hill and Dee Why.

The Service aims to:

Provide high quality and flexible innovative accommodation that meets the “individual needs” of the residents.
**Purpose, Nature and Scope of the Role:**

This role exists in order to ensure the effective management and operation of the Accommodation House/s and ensure that all residents have the opportunity to have all of their individual needs met.

**Organisational Relationships:**

This role reports directly to the Accommodation Manager, who reports to the Regional Manager.

![Organisational Relationships Diagram]

**Core Competencies of the Role:**

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

**Professional Learning & Development:**

Cerebral Palsy Alliance has a strong commitment to providing our employees with evidence-based, responsive professional development which includes the delivery of nationally accredited courses through its Registered Training Organisation.

It is compulsory for all new employees to complete Cerebral Palsy Alliance’s, Orientation and Induction Program in accordance with the current requirements of the role as reflected by the action PACT Learning Calendar. For further information please visit [http://www.cerebralpalsy.org.au/our-services/education-and-consultancy/actionpact-learning](http://www.cerebralpalsy.org.au/our-services/education-and-consultancy/actionpact-learning)

It is each employee’s responsibility to also ensure that learning and development, as outlined in the Annual Performance Appraisal, including knowledge of current Cerebral Palsy Alliance policies and procedures, is maintained.
Interpersonal Relationships:

**Internal**

- Divisional Manager
- Accommodation Manager
- House Managers
- House Staff
- Lifepoints teams
- Community Access Service
- Business Services
- Community Links

**External**

- Relevant Government Departments eg. ADHC, DOCS, Enable, Evolve Housing
- Disability Service Providers
- Community Services
- Families/Carers/Advocates

Role Dimensions:

**Staffing**
Direct Reports: 8-40  
Indirect Reports: N/A

**Budget**
Approximately - $400,000.00+
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<th>Core Competencies</th>
<th>Competency Descriptors</th>
<th>Performance Outcomes</th>
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| **Organisational Knowledge**      | • Has a sound understanding of the mission and values of Cerebral Palsy Alliance  
• Has a sound understanding of Cerebral Palsy Alliance’s Key Result Areas and strategies.  
• Has a good understanding of other state and national issues and services  
• Has a working knowledge and application of, Cerebral Palsy Alliance policies and procedures.                                                                                      | • Demonstrates and evidences the practical application of the core values in the workplace  
• Abides by Cerebral Palsy Alliance code of conduct  
• Understands the relationship between the Community Living Service business plan and Cerebral Palsy Alliance strategic plan and implications for themselves.  
• Established working relationships with external bodies  
• Positive relationships with key internal/external partners  
• Documentation of participation in relevant orientation programs  
• Able to locate and explain relevant policies and procedures as required                                                                                                                                   |
| **Leadership/Teamwork**           | • Manages a small team.  
• Delegates/allocates work to others, monitoring performance.  
• Determines learning & development requirements.  
• Leads and supports change.  
• May have budgetary and HR related responsibilities  
• Supports other team members, actively driving and contributing to team goals. Assists higher-level staff with projects.                                                                                     | • Guides, supports, supervises and mentors staff as required, supporting their area of work  
• Undertakes staff support sessions and participates in staff appraisals with team members  
• Meets budget as agreed with Community Living Manager  
• Responsibilities and deadlines met  
• Actively participates in team meetings, Accommodation Service planning meetings, team days and cross regional staff professional development days  
• Is a cooperative and supportive team member  
• Recognition and use of other team member skills                                                                                                                                                      |
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| Interpersonal Skills/Communication     | • Has sufficient interpersonal skills to advise managers and staff on routine policies and systems issues.  
• Works on establishing effective relationships. Can assist others to resolve conflict.  
• Builds a network of contacts with other relevant organizations. | • Advice given/sought on client HR/IR matters, training and accreditation issues as well as other disability concerns and impacts  
• Communication undertaken in a professional manner, which enhances the core values of Cerebral Palsy Alliance  
• Demonstrated ability to consider “global’ implications of day-to-day work practices and communicates that are relevant to Accommodation staff  
• Acts as a positive role model, relates well to clients, staff, service partners and customers  
• Participation in training and disability network meetings, conferences and seminars as agreed with the Accommodation Manager |
| Problem Solving/Decision Making         | • Identifies operational and/or work related issues requiring innovative or creative solutions.  
• Assists with the timely development and implementation of solutions around more complex issues.  
• Proficient in making appropriate decisions relevant to area of expertise. | • A solution focussed approach to practice and professional behaviour is demonstrated  
• Proactive in resolving conflicts before they become major issues  
• Staff and clients empowered to generate their own sustainable solutions  
• Ability to be a resource to other staff  
• Has ability to think “outside the square”  
• Initiate and share research into solutions that may benefit others |
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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.  
- Understands the importance of sharing this information across the organization.  
- Assists with the management and alignment of changes in practice or standards.                                                                                     | - Demonstrated compliance to Disability Service Act and Service Standards, Child Protection and domestic violence legislation  
- Promotes to staff and clients and adheres to safe work practices in accordance with Cerebral Palsy Alliance & WH&S, and Workcover requirements                                      |
| Qualifications/Experience         | - Frontline Management Certificate IV or equivalent level work experience.  
- Certificate IV in Disability Work or equivalent level work experience.  
- Demonstrates ongoing professional development.                                                                                                               | - Relevant qualifications and/ or experience demonstrated  
- Skills and qualifications upgraded as needed in consultation with the Accommodation Manager                                                                  |
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<td>Service Delivery Management</td>
<td>• Ensure a client’s independence and self-determination in the areas of personal care support are met by competent staff within the service.</td>
<td>• Clients involved in planning &amp; developing care support plans appropriate to their individual needs</td>
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<td>• Performs medication assessments.</td>
<td>• Clients involved in recruitment, selection, training and rostering of staff</td>
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<td>• Has a sound working knowledge of the range of individual client needs and able to work with clients to identify these and assists in developing service plans which involve multiple service involvement.</td>
<td>• Demonstrated understanding of the support needs of individual clients</td>
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<td>• Ensures clients are involved in all aspects of service delivery.</td>
<td>• Staff trained and monitored in delivering care according to agreed plans/instructions</td>
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<td>• Assists with the development and evaluation of programs and adopts a continuous improvement approach to service delivery.</td>
<td>• Rosters prepared to meet client needs, within agreed staff allocations</td>
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<td>• Is able to assist clients with the resolution of more complex problems/issues.</td>
<td>• Clients consulted regarding suggestions for changes in service provision/routines</td>
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<td>• Ensures service offers appropriate accommodation, participation life learning and education opportunities.</td>
<td>• House staff &amp; client meetings held and documented</td>
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<td>• Identifies and invites guest speakers and visitors and trainers.</td>
<td>• Identification of areas of unmet need, and communication/networking to seek input from other Cerebral Palsy Alliance services or referral to external agencies</td>
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<td>• Supports and presents a positive image of clients in the community.</td>
<td>• Creative use of resources to maximise community participation, life skills and education opportunities</td>
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<td>• Effectively manages HR matters with respect to recruitment, payroll, WH&amp;S, performance management.</td>
<td>• HR, payroll, recruitment WH&amp;S &amp; performance management tasks completed within agreed timeframes</td>
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<td>• Has delegated signing authority for controllable service expenses.</td>
<td>• Budget expenses monitored &amp; variances investigated and reported to Accommodation Manager</td>
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<td>• Is actively involved in budget preparation. Monitors monthly expenses and identifies, investigates and reports on any variances to budget.</td>
<td>• Maintenance issues reported and followed up</td>
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<td>• Produces a regular monthly report for immediate manager.</td>
<td>• Administrative duties e.g. client banking, ordering of supplies, payment of accounts etc. completed within required timeframes.</td>
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Summary of Knowledge, Skills, Experience and Values:

**Essential:**

- Commitment to the rights of people with disabilities
- Commitment to learning and development
- Understanding of, and commitment to Workplace Health & Safety principles
- Current Senior First Aid Certificate or willingness to obtain within three (3) months of commencement
- Unrestricted drivers licence
- Well developed skills and demonstrated experience in conflict resolution and negotiation
- Excellent verbal and written communication skills
- Intermediate computer skills – Word, Excel, PowerPoint, Internet and Outlook
- Extensive experience working with, and providing for the day to day support and healthcare of people with physical and other disabilities
- Demonstrated understanding of, and ability to implement the Disability Services Act and Standards
- Experience in delivery of programs/activities suitable for people with disabilities.
- Knowledge and experience in the welfare field equivalent to Certificate IV in Disability Work or willingness to obtain in first 18 months
- Management qualifications (e.g. Certificate IV Frontline Management)
- Minimum of 3 years working in the disability sector.
- Proven ability to lead a team
- Ability to demonstrate an understanding of customer care in a disability service
- Proven experience in performance management of staff
- Experience in managing rosters & budget control for a service
- Experience in implementing behaviour management plans

**Desirable:**

- Knowledge and/or experience in issues relating to Health Care monitoring, Aged Care
- Experience or qualifications relevant to meeting the needs of clients with high physical support needs e.g. tube feeding, medications etc
- Experience in leading a team through change

**STATEMENT OF DUTIES**

People & Culture do 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.