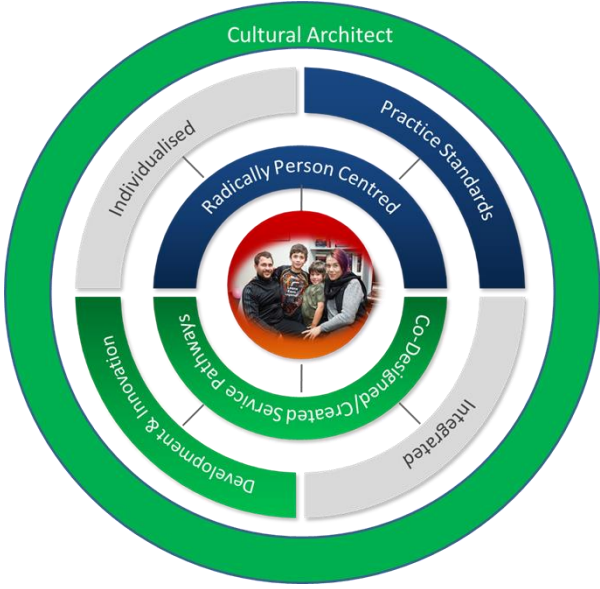


Our Belief: Communities thrive when everyone has a life of belonging, hope and purpose.

Our Values: Empathy, Respect, Inclusiveness, Integrity, Commitment

Position Title:	Operations Lead	Position No:	TBA	Classification:	F
Supported by:	Practice Lead Individualised Services	Program:	Individualised Services	Expenditure Authority:	TBA
Role Purpose: Using a coaching and mentoring approach, provide operational support to teams transitioning to the National Disability Insurance Scheme (NDIS). Provide clear vision and direction on service deliverables, create a work environment that enables high performance, define and measure key performance outcomes in partnership with the team to address service outcomes, improvements or re-design.					
Organisational Structure:		Key Relationships:			
		Internal		External	
		<ul style="list-style-type: none"> ▶ UCW team members and volunteers ▶ Service Leads ▶ Person Centred Specialist ▶ Resource team ▶ Practice Leads - Individualised Services ▶ Place Manager ▶ Head of Service Operations 		<ul style="list-style-type: none"> ▶ Participants, families, guardians and trustees ▶ Prospective and continuing funding partners (i.e. NDIA, HACC, LC) ▶ Mainstream services, community service organisations and partner agencies ▶ Community ▶ Uniting Church WA and other religious-based or affiliated organisations 	

Revision Number	1					Page 1 of 2
Revision Date	February 2019					
Officer Making Changes	People Services					

Outcomes	Capabilities
<ul style="list-style-type: none"> ▶ High quality and sustainable services are delivered to people with disability and psychosocial disability requiring individual, group and supported accommodation services. <ul style="list-style-type: none"> ▪ Co-design principles are utilised to deliver innovative and contemporary models of support that demonstrate positive impact. ▪ Individualised funding plans are aligned with person-centred plans, outcomes are measured and evaluated and reflect positive outcomes for participants. ▪ Individualised funding contracts and plans are managed and delivered within budget (SIL, NDIS, WA NDIS, DoC, HACC). ▪ Teams are equipped to effectively and efficiently manage service area budgets. ▶ Teams demonstrate adherence to policies and procedures, workplace legislation and relevant practice standards; <ul style="list-style-type: none"> ▪ Incidents are managed, reported and tracked to identify trends and mitigate risk. ▪ Safety and positive behaviour plans are in place and team training requirements are actioned within budget. ▶ Information and client management systems are effectively managed, and statistics and reports are provided to the Practice Leads and Head of Service Operations. ▶ Strong leadership and supervision equips teams to deliver on agreed outcomes, operating within a self-organised model where team members share responsibility for; <ul style="list-style-type: none"> ▪ Collaborating to determine resource needs, within budget. ▪ Collecting data to identify and deliver on continuous improvement plans. ▪ Co-creating a professionally enriching team culture that evidences personal integrity, inclusiveness, innovation and high performance. ▶ Services demonstrate strong collaborative partnerships with internal and external services, and referral pathways are developed and maintained. ▶ Take part in afterhours support roster and perform other duties as requested. 	<p>Competencies</p> <ul style="list-style-type: none"> ▶ <i>Aligning team activities</i> – positioning the team to contribute to business performance by converting service strategies into specific operational outcomes-outputs and measuring effectiveness. ▶ <i>Leading the teams</i> – building the effectiveness and capability of the team by providing clear direction, setting performance standards, holding people accountable and creating development opportunities. ▶ <i>Delivering results</i> – encouraging achievement, innovation and service improvements. Continuously focussing on measurement of performance, initiating corrective action when necessary and obtaining desired team results. <p>Knowledge, Experience & Skills (Demonstrated)</p> <ul style="list-style-type: none"> ▶ Specialist or advanced knowledge and experience in the mental health and/or disability sector. ▶ Exceptional understanding of NDIS and individualised funding models. ▶ Effective coaching and facilitation skills with experience in building dynamic team cultures, motivating a self-organised team approach. ▶ Sound operational management, resource stewardship and financial acumen. ▶ Excellent understanding of person-centred, strength-based support. ▶ Detailed understanding of the key developments and issues facing the not-for-profit sector. ▶ Exceptional relationship building and management skills (internal & external). ▶ Ability to work in ways that are congruent with the values of UnitingCare West and the Uniting Church in Australia. <p>Qualifications</p> <ul style="list-style-type: none"> ▶ Relevant tertiary qualification or significant (i.e. 3 years +) experience and relevant professional development ▶ First Aid ▶ National Police Clearance ▶ Working with Children Check (where necessary) ▶ Current Western Australian Driver's Licence

Revision Number	1					Page 2 of 2
Revision Date	February 2019					
Officer Making Changes	People Services					