

Positions Vacant

Napranum Aged and Disability Services (NADS) Manager

How to Apply

1. Covering Letter

Provide a covering letter outlining your experience and reason for wanting to apply for this position.

2. Selection Criteria

Address the essential selection criteria listed in the position description.

3. Resume

Provide a resume, which includes:

- Education and Qualifications;
- Professional Development (any other courses you have completed or are currently enrolled in);
- Computer skills and software packages you are familiar with;
- Employment History (Position, School/Organisation, Dates);
- Copy of Blue Card; and
- Name and contact details of two referees.

4. Submit Application

The job will remain open until this position is filled. Your application can be emailed to employment@napranum.qld.gov.au or delivered in person to the Napranum Council reception 320 Wa-Tyne St Napranum.

Please note applications that are submitted **without** a cover letter or information addressing the selection criteria **will not be** assessed.

Position Description

Title:	Manager – Napranum Aged Care & Disability Services	Classification Level	Level 8
Department	Child and Family Services	Award	Queensland Local Government Industry (Stream A) Award – State 2017
Reports To:	Director Child & Family Services	Location	Napranum
Nature of Employment	Full -Time		

PRIMARY POSITION OBJECTIVE/S

- To provide high level supervision of culturally appropriate Community Care Services to all clients.
- Promote and maintain client independence, enhancing quality of life and preventing premature or inappropriate admission to long-term residential care.
- To meet statutory and legislative requirements of relevant government bodies in association with Napranum Aboriginal Shire Council.
- To support Council’s strong commitment to outstanding and culturally appropriate client services.
- To provide high quality aged and disability care services that meet and exceed quality standards to enable our clients to live the best life they can in our community.

NASC VALUES

Our Values are the principles and beliefs that define who we are as a Council. They provide purpose and direction and help to guide the decisions we make every day to support the implementation of our Corporate Plan in the best interests of the Napranum community.

Local Participation	The diversity of our community is one of our strengths. We are committed to creating and supporting opportunities for local people.
Mutual Respect and Trust	Building and maintaining positive relationships that are based on mutual respect and trust.
Professionalism	We are acting within the limits of our authority and maintain a high standard of ethics and integrity.
Pride	We are demonstrating our pride by connecting with the community and celebrating our successes.
Listening to Our community	Taking time to listen to the people of Napranum to ensure we are working on delivering the programs and services that will make a real difference to people’s lives.
Accountability	We are taking ownership for the decisions and actions that impact our community.
Innovation and Continuous Improvement	We show leadership and encourage new initiatives and a culture of continuous improvement

JOB RESPONSIBILITIES

Aged and Disability Services Manager Responsibilities

1. Manage the daily operation of the Napranum Aged and Disability Service to provide culturally appropriate services to clients in Napranum and Weipa. Lead and manage the delivery of aged care services. This includes the skills, knowledge, and attributes to perform at the highest standard in a geographical and professionally isolated area as a specialist. Duties include and are not limited to:
 - Lead and manage the service to ensure quality and professional are provided the meet the needs of Board, Executive, clients, funding bodies and other service providers in accordance with contractual requirements.
 - Staff supervision and performance management.
 - Coordinate activities as per funding agreements, ie: meals, transport, social support, personal care, domestic assistance, and yard maintenance.
 - Orientation and mentoring of staff.
 - Facilitation of staff meetings, Toolbox Talks and internal training.
 - Support any relevant training occurring at the centre or in the community.
 - Ensure staff compliance with Council Policies and Procedures, which includes the Code of Conduct; and
 - Review of clients' needs and consumer survey information.
 - Market the service with the aim of growing the service and enhancing local knowledge of opportunities to sign-up for services.
2. Manage the financial costings, budgets plan and negotiation of external contracts for the service and monitoring budget versus actual for these services/programs.
3. Liaise with the Grants/Business Development Manager for funding opportunities and reporting requirements.
4. Provide timely and accurate reports to the Corporate and Finance departments, complete online reports to the relevant agencies, complete Medicare claims, monitor Centrepay deductions and generate NDIS Service Agreement Invoices monthly.
5. Develop an annual training plan for workforce and oversee its implementation including delegating the scheduling of orientation, delivering training when appropriate, monitoring aged care workers individual training plans and facilitating learning opportunities.
6. Ensure compliance with all regulatory requirements and adhere to their reporting guidelines.
7. Promote the Aged and Disability services to potential clients and external organisations.
8. Ensure the service's workforce is appropriately numbered, qualified, supported and serviced to meet Aged Care Quality Standards, the needs of the clients and that ant industrial or employee are resolved in a timely manner.
9. Attend meetings as deemed relevant to the position and represent the organisation in the wider community, networking with other providers and businesses to support client care.
10. Initiate necessary referrals through My Aged Care (MAC) and to other external agencies as required.
11. Manage complaints accordingly to organisational policy and procedures and conducting an annual client feedback survey.
12. Monitor and coordinate quality assurance, risk and compliance with Aged Care Standards, state, and federal legislation.
13. Develop, implement, and maintain the currency of all specific polies and procedures relating to service delivery and contribute to the annual review and updating of the policy and procedure manual.
14. Ability to do overtime and work on call as required.

Supervisory Responsibilities

1. Ability to manage, supervise and instruct staff as required to ensure that works are completed within set time frames, budgets and to Council standards. This also applies to hosted participants or trainees as required.
2. Ability to conduct performance reviews with staff under your supervision, negotiate staff performance and non-compliance, and motivate and assist staff to improve.
3. Ability to have staff discussions without bias and make recommendations for solutions as required.

Corporate Responsibilities

1. Adhere to, and enforce on any other Council staff or visitors, when necessary, all other obligations under the Work Health Safety Act 2011 or as amended or replaced.
2. Maintain a high level of confidentiality at all times.
3. Represent the Council in a positive and responsible manner at all times.
4. Comply with all Council policies and Code of Conduct.
5. Undertake all other relevant duties as directed from time to time by the Corporate and Community Services Division Manager, consistent with skills, competence, and training.
6. The key responsibilities may be modified from time to time to ensure that outcomes are aligned with Council's Operational and Corporate Plans.

Please note: the above Key Responsibilities apply to both work within the Napranum Aged and Disability Services grounds and within client homes. In addition, the operation of any council vehicle, either with or without a client passenger, remains subject to compliance with the Queensland Road Rules.

PERFORMANCE CRITERIA

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Director of Community, Cultural and Economic Development.
- Work shall be performed in accordance with industry-accepted standards, quality standards and in accordance with the current Work Health and Safety Act 2011 and other legislative requirements and standards appropriate at the time and including Council's policies and procedures.
- Allocated tasks shall be completed within agreed timeframes.
- Follow Council employment and working arrangements, agreements, and rulings on attendance at work and leave. This includes not being absent without approval and accurately and truthfully recording work and leave periods. Employees have an obligation to promptly notify Council as soon as practicable upon becoming aware that they are going to be absent from work.
- Active participation in supervision discussions, performance reviews professional development activities, staff meetings and training as required or directed.
- Demonstration of a spirit of co-operation towards other employees and the achievement of Council's aims and objectives.

CORPORATE RESPONSIBILITIES

- Adhere to, and enforce on any other Council staff or visitors, when necessary, all other obligations under the *Work Health Safety Act 2011* or as amended or replaced.
- Maintain a high level of confidentiality at all times.
- Represent the Council in a positive and responsible manner at all times.

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- Comply with all Council policies and Code of Conduct.
- Maintain effective Communication.
- Undertake all relevant duties as directed from time to time, consistent with skills, competence, and training.
- The key responsibilities may be modified from time to time to ensure that outcomes are aligned with Council's Operational and Corporate Plans.

SELECTION CRITERIA

Essential experience and/or qualifications

- Certificate IV in Aged Care or Community Services (minimum requirement).
- Demonstrated experience in Community Services management, including financial management, reporting and delivery of services according to contractual obligations.
- Demonstrated experience in staff management and managing relevant programs.
- Comprehensive understanding of the aims, processes, and standards of service delivery of Home Care Packages (HCP), Community Home Support Program (CHSP) and Queensland Community Support Scheme (QCSS).

Desirable

- Tertiary qualifications in the health, social sciences, or a management discipline.
- Understanding of Local Government.
- Be physically fit and healthy to be able to meet the requirements of the position.
- Demonstrated understanding of the issues which impact on the day to day lives of the frail aged, people with a disability and their carers in remote communities.
- Knowledge and experience in working with Aboriginal and Torres Strait people.
- Demonstrated ability to manage multiple tasks, schedule and prioritise daily work and meet deadlines.
- Strong understanding of work health and safety in the workplace and safe work practices, including the correct use of protective equipment and clothing.
- An understanding of the National Disability Insurance Scheme (NDIS) and the impact this will have on service provision.
- Excellent computer skills and the ability to learn new programs quickly.
- Highly developed cross cultural, interpersonal, oral, and written communication skills.

Licences/Certificates/Compliance clearances required

- A current Class "C" Class Drivers Licence (Manual).
- Ability to obtain and retain a NDIS Worker Screening Card
- Agree to and successfully secure a compliant Commonwealth Police Check.
- Hold a current Senior First Aid Certificate and CPR or be willing to obtain one.

PERSONAL ATTRIBUTES

- An attitude of discretion, integrity and professionalism role modelling to a standard that inspires trust and confidence.
- Mature pleasant disposition able to respectfully engage with and communicate concepts.
- Ability to develop rapport with staff and motivate teams to excel in their performance.
- Commitment to ongoing personal and professional development.

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- Ability to employ sound judgement and decision making amongst competing demands.
- Ability to show initiative in planning and developing new ideas and approaches.

Pre-Employment Immunisation

- The successful candidate must be willing to be immunised following current medical advice as issued by QLD Health and per Council's Immunisation Policy.
- Medical evidence confirming current immunisations for COVID-19, Hepatitis B and Influenza per the Immunisation Policy must be provided.
- In the event that the successful candidate does not have current immunisations per the above, Council will organise for the employee to be immunised as soon as reasonably practicable.
- Where the successful candidate does not wish to be immunised or is exempt for medical reasons, permission to vary from this Position Description and/or Immunisation Policy must be requested in writing, along with a copy of any supporting medical certificates, statements, risk assessment(s), or other documentation signed by a Registered Health Professional or government organisation (where applicable).

PERFORMANCE STANDARDS

- Tasks allocated to the position shall be performed to agreed standards and in accordance with established procedural guidelines. Performance indicators shall be those as agreed with the Corporate and Community Services Division Manager.
- Work shall be performed in accordance with industry accepted standards, quality standards and in accordance with the current Work Health and Safety Act 2011 and other legislative requirements and standards appropriate at the time and including Council's policies and procedures.
- Allocated tasks shall be completed within agreed timeframes.
- Demonstration of a spirit of co-operation towards other employees and the achievement of Council's aims and objectives.

EXTENT OF AUTHORITY

The incumbent is expected to exercise initiative, sound judgement and situational sensitivity at all times. Decisions and actions are to be consistent with (and within the scope of) the achievement of the position's objectives.

They must also reflect Council's strong commitment to outstanding client service.