



# POSITION DESCRIPTION

## Manager – Specialist Disability Supports

**Division:** Services Management

**Reporting to:** Services Manager

**Employment:** Full-time

**Remuneration Package Range:** \$100K to \$130K per annum inclusive of all benefits and superannuation. Based on qualification levels and experience.

### Primary Objectives

#### **The Organisation:**

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support services for over 40 years. SRS delivers a range of services including supported accommodation, community participation, in-home supports, respite services and capacity-building programs.

SRS is committed to delivering high quality, person-centred supports that promote independence, dignity and meaningful participation in the community. Our services are delivered in accordance with the National Disability Insurance Scheme (NDIS), Aged Care standards and relevant regulatory frameworks.

#### **Position Summary**

The Manager of Specialist Disability Supports is responsible for overseeing the delivery of high-quality accommodation and specialist support services within SRS. The role provides leadership, supervision and operational direction to Team Leaders, Active Support Leaders and support teams to ensure services are delivered safely, effectively and in alignment with participant goals and funding arrangements.

The role ensures services operate in compliance with the National Disability Insurance Scheme (NDIS) Practice Standards and organisational policies, while supporting staff to implement person-centred practices that promote independence, wellbeing and community participation.

This position works closely with participants, families, staff and the SRS leadership team to ensure services are responsive, sustainable and achieve positive outcomes for the individuals supported.



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## Key Responsibilities

### **Service Leadership and Operations**

- Oversee the delivery of specialist disability supports across complex supported accommodation, short term respite and related services.
- Provide leadership and supervision to Active Support Leaders and direct support teams.
- Ensure services are delivered in accordance with participant support plans, organisational policies and regulatory standards.
- Maintain a visible leadership presence across service sites and actively support staff in service delivery environments.
- Promote a positive workplace culture focused on person-centred practice, teamwork and continuous improvement.

### **Workforce Leadership and Development**

- Supervise, mentor and support Active Support Leaders to deliver high-quality services.
- Support recruitment and selection processes for staff within the division.
- Identify workforce training and development needs and coordinate learning opportunities for staff.
- Provide regular supervision, feedback and performance management for staff within the service area.
- Support staff to implement Active Support and positive behaviour support approaches.

### **Participant Outcomes and Service Planning**

- Ensure each participant has current and effective support plans that reflect their goals, preferences and support needs.
- Monitor implementation of participant plans to ensure services are delivered in line with individualised planning principles.
- Maintain positive relationships with participants and families to support engagement and service satisfaction.
- Advocate for participants where required to ensure their rights, choices and goals are supported.

### **Financial Management and Funding Oversight**

- Monitor participant funding plans and service agreements to ensure services align with approved NDIS supports.



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- Support efficient use of resources while ensuring participant needs are met.
- Assist in monitoring service budgets and identifying opportunities for improved financial sustainability.
- Work collaboratively with finance and leadership teams to ensure services operate within allocated funding.

## **Compliance and Quality Assurance**

- Ensure service delivery complies with NDIS Practice Standards, organisational policies and regulatory requirements.
- Monitor participant documentation including support plans, risk assessments and compliance records.
- Participate in internal audits and quality improvement processes.
- Ensure staff maintain accurate records and documentation in accordance with organisational systems.

## **Reporting and Operational Monitoring**

- Provide regular reports to management regarding service performance, staffing requirements and operational outcomes.
- Monitor key service indicators including staffing levels, participant outcomes and compliance requirements.
- Use organisational data systems to track service delivery and identify opportunities for improvement.

## **Stakeholder Engagement**

- Develop and maintain positive relationships with participants, families and external stakeholders.
- Represent SRS at meetings, community events and sector networks where appropriate.
- Promote the services and values of SRS within the community.

## **Organisational Contribution**

- Participate in organisational planning, working groups and service development initiatives.
- Contribute to strategic initiatives aimed at strengthening SRS services.
- Support organisational activities including fundraising events and community engagement initiatives.



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## Key Selection Criteria

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#### Experience

- Demonstrated experience in leadership or management roles within disability services, community services or related sectors.
- Experience supervising staff and coordinating service delivery within a complex support environment.
- Experience working with individuals with complex needs, including behaviour support requirements.

#### Desirable Qualifications

- Certificate IV or Diploma in Disability, Community Services or Individual Support
- Diploma or Degree in Human Services, Management or a related field
- Training or experience in leadership, behaviour support or workforce management

#### Knowledge

- Strong understanding of the National Disability Insurance Scheme (NDIS) and relevant regulatory frameworks.
- Knowledge of person-centred planning and Active Support principles.
- Understanding of governance, compliance and quality frameworks within disability services.

#### Skills

- Strong leadership and staff management capabilities.
- Ability to develop and implement person-centred support strategies.
- Financial awareness and ability to monitor services against funding allocations.
- High level problem-solving and decision-making skills.

#### Communication and Engagement

- Excellent interpersonal and communication skills.
- Ability to build positive relationships with participants, families and staff.
- Confidence representing SRS in external meetings and community settings.



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	<p><b>Technology</b></p> <ul style="list-style-type: none"><li>• Strong computer literacy including experience with organisational data systems, documentation platforms and reporting tools.</li><li>• Ability to generate reports and interpret data from organisational systems.</li></ul>
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Conditions of Employment	<p><b>Employment Conditions</b></p> <p>The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures.</p> <ul style="list-style-type: none"><li>• <b>Probationary Period</b> - The first three (3) months of your employment is a probationary period. A Qualifying Period of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.</li><li>• <b>Victorian Working with Children Check</b></li><li>• <b>Federal Police Check</b></li><li>• <b>NDIS Worker Screening Clearance</b></li><li>• <b>Current Driver's License</b></li><li>• <b>Two (2) Professional References</b></li><li>• <b>Fundraising</b> – Fundraising is an integral function at SRS. All staff are required to assist and be actively involved in volunteer events and functions and lead by example at all times</li></ul>
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