

Position Title	East Arnhem, Service Delivery Manager	Department	NDIS
		Reports	Team Leaders / SIL Coordinators / Support Workers
Location	Nhulunbuy, NT	Date Revised	April 2022
Reports to	Operations Manager	Employment Type	Full Time

Carers NT values its workforce members. We aim to provide workforce members opportunities for consultation; involvement and development, where there is job satisfaction and people enjoy coming to work. Carers NT workforce members are committed to the outcomes of the Organisation by being engaged, creative, innovative and proactively identifying continuous improvement opportunities. By accepting accountability, acting reliably and responsibly, and demonstrating loyalty, we preserve an environment that supports sincerity, honesty, ethical behavior resulting in a high level of trust between our community and each other.

Position Summary: The Service Delivery Manager will provide strong leadership to East Arnhem team members, ensuring quality, relevant and timely services are provided to participants / clients of Carers NT. The Manager will ensure professional standards; legislative requirements and the organisation mission, values and objectives are met in accordance with the strategic plan and funding agreements.

Position responsibilities:

- Provide leadership in regards to service delivery standards and operational management of services provided under the National Disability Insurance Scheme.
- Manage and oversee service provision by providing leadership in all aspects of the services delivered across the East Arnhem region.
- Responsible for risk management and reporting to the Chief Executive Officer (CEO) and/or Chief Operations Officer (COO) on areas of concern and mitigations.
- Manage and oversee all compliance and quality activities within the program areas to ensure a high level of service is provided and registration as a Disability Service Provider is maintained.
- Be responsible for the NDIS deliverables, education, appeals, reviews and advocacy
- Lead a remote workforce and ensure all members understand their roles and responsibilities by providing leadership, support and guidance.
- Collaborate with the HR team to work through all recruitment, compliance, performance management, internal complaints and other employment queries.
- Work with the Finance team to meet budgetary requirements and financial reporting obligations.
- Meet all reporting obligations, internal and external within required timeframes.
- Ensure services are delivered to a high standard and comply with the relevant legislation.
- Ensure that all activities and work practices meet organisational and legislative WHS requirements

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East Arnhem Service Delivery Manager, Nhulunbuy

Selection Criteria

Essential:

1. Relevant tertiary qualifications in Community Services, Health or similar
2. Demonstrated understanding of issues relating to the provision of disability, aged care and carer services
3. Previous experience in a management role
4. Ability to communicate and negotiate with internal and external stakeholders
5. Experience in service development including designing, creating and implementing new systems and procedures
6. High level communication and interpersonal skills
7. Capacity to work autonomously and as a member of a team
8. High level computer-based skills, including CRM, Microsoft 365
9. Attention to detail and problem-solving skills
10. Mandatory Certifications include:
 - NDIS Worker Screening Clearance
 - Working with Children Clearance (Ochre Card)
 - National Police Clearance (dated within 6 months or less)
 - Current First Aid & CPR certificate
 - Covid-19 vaccination(s) (as per CHO Directions)
 - C Class drivers' licence

Desirable:

1. Nursing qualifications and experience
2. Comprehensive knowledge of the disability sector, the NDIS, the NDIA and the NDIS Quality and Safeguarding Commission requirements for registered service providers
3. Experience working with Indigenous people and/or remote Indigenous communities.
4. High Level understanding of Community Service provision within the Northern Territory
5. Empathy and understanding of people with disabilities and respect for their environment, their carers, family and significant others
6. Experience in working with persons from diverse backgrounds

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