


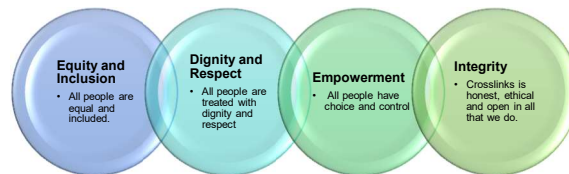


Position Name	Area Manager
Reports to	General Manager - Operations
Level	6
Approved by (signed)	 Denise Michelsen Chief Executive Officer
Evaluation Date	August 2020

Our Vision

Crosslinks Inc is a disability support service provider offering individuals with disability the support to access their community by embracing the vision statement of your life, your choice, your way.

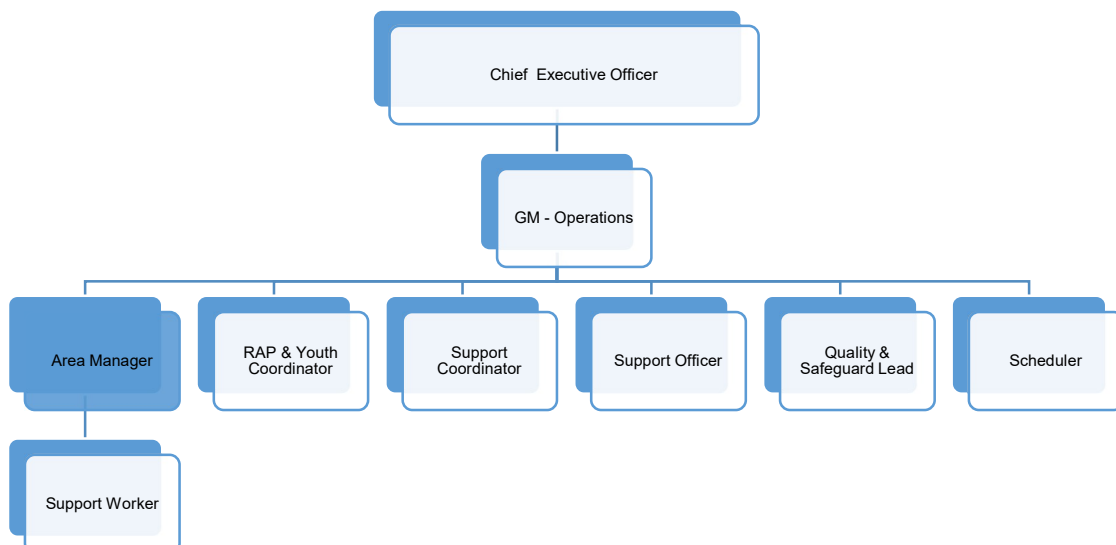
Our Values



Job Purpose

The position holder is responsible for leading and shaping Support Workers under their guidance to ensure the compliant and compassionate delivery of support and service to participants ensuring sustainable growth for Crosslinks. The role is centred around providing the appropriate support for the participant which strengthens the relationships with the participants, their families and carers, so they are empowered to live their life their way.

Organisation Chart





Key Dimensions

Where does the position holder fit in the organisation? What parts does the job holder impact on?

Reporting to the General Manager – Operations the Area Manager will support a team of Support Workers to deliver on the strategic objectives of Crosslinks. The position has significant leadership and compliance requirements and will be required to build strong relationships with employees who in turn deliver superior service to all participants.

What financial targets does the position holder have e.g. key financial to include are operating costs, sales targets, budgets, delegations.

The position holder has Key Performance Indicators which need to be met as a team and ensure they work within the constraints of the Delegation of Authority Matrix.

What is the leadership responsibility of the position? Do they have direct reports, size and nature of the team?

The position holder has significant leadership capability to lead, shape and deliver the service for the organisation. The number of direct reports will alter dependant on the service being delivered but will be between 20-35 direct reports.

Principal Accountabilities (Maximum of 8)

<p>Manage, Coach and Lead a team</p>	<ul style="list-style-type: none"> • Provide daily instruction to direct reports to complete work ensuring it is within expected competency for the role and deliver key outcomes of the department/service. • Act with compassion and courage to have difficult conversations with employees and understands how to coach to gain the best out of their people. • Lead, mentor and coach direct reports to have the right skills and experience in the role. • Support and develops those employees to perform to the expectations of the role and the organisation. • Understand each role under their direction and how it contributes to the overall organisation and provides oversight of the bigger picture and goals. • Can interpret basic Award questions and queries that govern Crosslinks and the industry. • Maintain employee work schedules including work assignments, specific projects, training, vacations and paid time off, cover for absenteeism, and overtime scheduling if and when required. • Delegate and plan work responsibly and effectively to each member dependant on skills and experience, so the objectives of the department/ service are met. • Provide assistance if the employee requires further explanation on what is expected of them.
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<p>Effective and timely communication & relationships</p>	<ul style="list-style-type: none"> • Maintain transparent and consistent communication. • Appropriately communicate organisation information through department meetings, 1:1 meeting, and appropriate email, and regular interpersonal communication. • Hold bi-monthly supervision and 1:1 meeting with direct reports to provide timely feedback on performance and any changes that may affect them. • Meet face to face with the participant and their family/carer on a quarterly basis, as part of these meetings ensure that the participant/family/carers are satisfied with Crosslinks services, are being supported to achieve their goals and are prepared for their NDIS review. • Ensure that planned communication with participants and family/carers is completed. • Provide the participant and family/carer with support by telephone/email or text message as needed. • Proactively collaborate and communicate with General Manager - Operations, other area managers and team members. • Ensure that you acquire an understanding of the work completed by other areas of Crosslinks Inc e.g. Finance and the impact they have on the delivery of supports and services. • Develop and nurture relationships with partner organisations to deliver the supports and services required by participants.
<p>Financial Responsibility and Governance</p>	<ul style="list-style-type: none"> • Make informed and financially responsible decisions in line with the delegation's policy when approving expenses and invoices/purchases. • Be accountable and able to validate expenses. • Establish and maintain relevant controls and feedback systems to monitor the operation of your team and/ or department. • Review Quality and Safeguarding/ Incident Management/ Restrictive Practise/ Complaints data to monitor, measure and improve delivery to service standards. • Ensure employees complete all specific training relevant to their role in line with requirements. • Constructively addresses risk events and non-compliance issues. Investigates event fully, takes quick action, informs all relevant parties, and puts a process in place to prevent recurrence. • Actively communicates risk and compliance requirements and consequences of non-compliance to team and checks understanding. • Actively encourages employees to report ALL risk events, actual & potential compliance breaches and has an escalation process in place which is effectively and regularly communicated (e.g. at meetings, new employees as part of induction).



Maintain and improve participant health, wellbeing, service access, utilisation of funding and goal achievement

- Ensure careful monitoring and improvement of participant health and wellbeing through regular visits, communication and medical checks.
- Ensure participants have access to the appropriate supports and services they required to maintain, develop and enhance their health and wellbeing.
- Liaise with employees, Support Coordinators, trusted supporters and other service providers to maintain and enhance participant health and wellbeing
- Ensure full utilisation of participant funding where possible
- Design and develop realistic and achievable goals and outcomes with participants and their trusted supporters
- Create service and team environments that are goal focused and achieving participant desired outcomes

Knowledge and Experience

Essential

- Experienced, positive leader with a hands-on approach with the key attributes of patience, care and people focused;
- Excellent interpersonal skills with demonstrated broad and diverse team culture experience;
- Demonstrated success empowering a team to deliver exceptional services in support care environment;
- Understanding the needs of people living with the impacts of any type of disability care and changed behaviours;
- Strong advocacy, networking & partnership building skills.
- Detailed knowledge of statutory requirements in relation to National Disability Insurance Scheme (NDIS)
- Excellent written and verbal communication skills, negotiation and liaison skills;
- Proficient Microsoft suite experience;
- Excellent organisational and effective time management skills.
- Experience and willingness to participate in an on-call roster;
- Ability to work autonomously.

Desirable

- Tertiary or Diploma level qualification in a relevant health or welfare discipline (or working toward).
- NDIS Worker's Orientation Module

Leader Behaviours

The following behaviours are expected of different leader levels in Crosslinks. Behaviours relate to the actions, how we treat others and role model the values of Crosslinks.



The demonstrated behaviours are examples of expected behaviour as a people leader, so that each manager may rate the people leader competent or requires development.

If not all the demonstrated behaviours are not evidenced for the objective E.g. Supports Employees, then the line manager and employee will work collaboratively to develop the individual in the necessary development areas.

Accountabilities	Demonstrated Behaviours
Supports Employees	<ul style="list-style-type: none"> • Actively seek and provide feedback • Actively share knowledge with co-workers • Take personal responsibility for ensuring objectives are set with regular review • Support others by providing encouragement • Demonstrate an understanding of others
Contributes to the team environment	<ul style="list-style-type: none"> • Contribute to progress of team • Contribute to the design of the objectives for your role • Demonstrate an awareness of the overall aim, purpose and direction of your team • Share information and experience with people. • Support new initiatives
Understands themselves and the role they hold	<ul style="list-style-type: none"> • Understand self and/or role. • Take pride in getting things right • Build effective working relationships with co-workers • Identifies own development needs and openly discuss with manager Learn from experience by sharing problems and successes with co-workers • Seek clarity on task and expectations
Deliver to required standards	<ul style="list-style-type: none"> • Deliver against priorities • Adjust to new responsibilities and activities • Manage own workload and highlight issues in advance of deadlines • Complete the job even when it gets tedious, difficult or inconvenient • Consistently complete work to agreed standards • Always looks to improve own performance

Continuous Improvement

Identify and implement the way we do things at Crosslinks to enhance quality, efficiency, and output of the service we provide to our participants.



All employees must commit to the undertaking performance and development meetings on a regular basis.

Compliance Requirements

All employees are to comply with all policies and procedures within the organisation in the constraints of relevant legislation and regulations governing the organisation.

All employees must;

- Understand the policy and procedures required to be adhered to in their position;
- Recognise policy and procedure gaps and escalating through the correct channels E.g. Line Manager.
- Be aware of operational risks a regulatory compliance related to the industry including the NDIS Safeguarding and Quality standards;
- Understand the risks of not complying with the processes and procedures of Crosslinks and act as required;
- Successfully complete all compliance training relevant to your role ensuring you have the relevant qualifications and including but not limited to a 100-point Identification Check on commencement, Valid C class Western Australian Drivers Licence, Successful criminal Record Screening Clearance; and
- Ability to work flexible hours including weekends and complete other reasonable duties as required.

Wellbeing, Health and Safety

Always follow Crosslinks Health and Safety Policy and Procedures .

This includes but not limited to;

- Taking responsibility for their own safety and health and the environment around them;
- Participating in continuous safety and quality improvements actions, such as audits, reviews and drills that result in improvements to employee's knowledge.
- Participating with the development, implementation, reporting and monitoring of Crosslinks Inc. activities;
- Ensuring records and statistics are kept in accordance with established procedures;
- Ensuring that compliance training on WHS/Bullying, Discrimination and Harassment and the Code of Conduct is completed annually;
- Ensuring that they do not adversely affect the safety and health of any other person in the workplace through any act or omission;
- Reporting all work-related personal injuries, incidents and environmental impacts promptly and through the correct means reporting channels and if a reportable incident the correct authorities;
- Correcting hazards/impacts and reporting all hazards;
- Comply with management on matters of WHS; and
- Involve themselves in all WHS programs and activities.