

Position Description

Position Title:	Housing and Support Manager
Department:	Housing and Support
Reports to:	QLD State Lead
Industrial Instrument:	Social, Community, Home Care & Disability Services Industry Award 2010
Supervisory Responsibilities:	Housing and Support Coordinators, Lifestyle Support Workers

1.0 Our Organisational Vision and Mission

- Vision -** Rethink Brain Injury. Change society.
- Mission -** Ensure the rights of people impacted by brain injury, by connecting knowledge, policy, services and systems.

Synapse has an expectation that all employees will always behave in accordance with the Values of the organisation. Furthermore, an alignment between Synapse's strategy, and team and individual goals is necessary to ensure individuals can see how their individual effort and performance contribute to the attainment of organisational and team goals. Refer to the Synapse Strategic Plan for further information, where the four ethical Values are also outlined. All employees must ensure they meet the individual accountabilities.

2.0 Position Purpose

The Manager, Housing and Support is responsible for managing all aspects of Synapse's housing related services to ensure that Synapse capacity/capability is maximised to best respond to new and existing clients. The manager must work with all stakeholders, to ensure delivery of high quality services that meet housing and support needs of individuals connected to Synapse; including ensuring sustainable and proactive strategies to deliver viable services in an environment of significant reform. This position will also strategically develop and manage the service in line with continuous improvement principles, enabling individuals to lead decision making in relation to their own lives while employing least restrictive approaches and interventions to meet client needs. Responsibilities will also support a client service delivery model that ensures evidence based approaches, innovatively utilises resources and sustains a focus on self-direction and capacity building.

3.0 Duties and Responsibilities

The Manager Housing and Support will undertake the following routine duties:

- Provide expert advice on housing and support matters including but not limited to support services, housing options, professional and/or administrative.

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- Support strategic direction by understanding and supporting Synapse's Vision, mission and business objectives.
- Drive and direct projects as required to ensure best possible outcomes for clients and the business.
- Display engaging communication skills with all stakeholders.
- Review work practices for housing and support and direct the development and implementation of sustainable policies and procedures that support growth and innovation within the business unit.

3.1. Service Delivery

- Mentor and assist with team goals and ensure outcomes are achieved.
- Uphold Synapse's Model of Practice, and ensure overall compliance with all relevant legislation.
- Oversee client health, Behaviour Support Plan and legislative reporting with a focus on systematic analysis.
- Commit to achieving quality outcomes.
- Negotiate responsibility for team outcomes delegating where appropriate to make effective use of individual and team capabilities.
- Maintain awareness of all Synapse initiatives and strategies and keep self and all employees in the service well informed on issues that may affect them.
- Support productive working relationships by building and sustaining positive working relationships with team members, stakeholders, and clients.
- Recognise the positive benefits that can be gained from diversity and identifies learning opportunities for others and delegates tasks effectively.
- Recognise and manage underperformance and disciplinary processes where needed.

3.2. Administration

- Accountable for managing all business unit and HR related issues in consultation with People and Culture, inclusive of recruitment, industrial relations, grievances, policies & procedures, compliance and professional development.
- Oversee the maintenance of appropriate client records utilising Synapse's documentation and reporting procedures.
- Undertake objective, systematic analysis of service and outcomes and draw accurate conclusions based on evidence.
- Ensure service audits, reviews and evaluations are completed, and recommendations are implemented monitoring recommendations and adjusting as required.
- Responsible for all business unit projects; establishing clear plans and timeframes for project implementation and quality outcomes.

4.0 Quality Management

- Support a positive organisational culture that promotes continuous improvement and innovation within our services.

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- Ensure the completion of relevant documentation and records to ensure the effective monitoring and compliance with the Quality System.
- Recognise and communicate suggestions for improvement including customer complaints and feedback on Synapse services.
- Contribute to the effectiveness of improvement initiatives through compliance with Quality Management System policies, Audit recommendations, corrective and preventative action plans and their ongoing review.
- Comply with the relevant Disability Standards and their objectives.

5.0 Leadership

- Provide excellence in service quality.
- Uphold organisational values and codes of practice.
- Engage in transparent and accountable leadership and governance.
- All managers/coordinators must contribute to the sound governance and management systems that maximise outcomes for stakeholders.
- Ensure compliance with relevant statutory and safety requirements.
- Ensure that Quality objectives, including those needed to meet audit requirements are established at relevant functions and levels in the organisation.
- Manage resources prudently and effectively.

6.0 Professional Development

- Must ensure compliance with the annual mandatory training requirements.
- Initiate and participate in continuing professional development activities relevant to the position and subject to manager approval.
- In conjunction with the Manager/Coordinator; produce a development plan as part of the annual performance appraisal.
- Demonstrate involvement in relevant work-related training and education to ensure job skills and compliance are maintained.
- Actively participate in relevant professional organisations / associations.

7.0 Workplace Health and Safety

Synapse views the safety of its workers, clients and the surrounding environment as a responsibility of all and is essential to our 'Zero Harm' approach. It is also essential to our long-term success.

Workers must take reasonable care for their own health and safety while they are at work and take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons in the workplace. They must comply, so far as they are reasonably able, with any reasonable instruction given by management and Coordinators, as well as co-operating with any reasonable Synapse policy or procedure which relates to workplace health and safety. On a day to day basis, this includes:

- To the extent of the worker's control or influence over working conditions and methods, taking reasonable care to work safely.
- Ensuring that the work area is safe when leaving it.
- Making proper use of all appropriate safeguards, safety devices and personal protective equipment.
- Following agreed safe working practices and rules.
- Reporting all known hazards, accidents and incidents as soon as possible.

8.0 Equal Employment Opportunity

The position holder is required to observe and practice the principles and obligations of Equal Employment Opportunity, which include:

- Supporting a workplace free from bullying, discrimination and harassment.
- Ensuring activities and practices prevent and eliminate unlawful discrimination.
- Promoting merit and equity in the workplace.
- All managers/Coordinators will contribute to the successful management of diversity in the workplace.
- Co-operating and participating, as required, in any relevant complaints processing and attending and/or facilitating supervision and performance management meetings, regarding EEO matters.
- Acting and making decision in alignment with the principles of the Queensland Human Rights Act 2019.

9.0 Organisation Policies & Procedures

- Abide by all Synapse policies, procedures and the Synapse Code of Conduct
- Maintain currency of knowledge and practice within the specified policies, procedures, and regulations applicable to the position and as amended from time to time.
- Keep abreast of relevant legislation, regulation and standards and must ensure that policies, procedures and work practices within their scope and area of responsibility are updated accordingly.

10.0 People Management

- Build a high-performing team and proactively manage the performance of direct reports.
- Foster strong employee engagement and retention in the team.
- Support staff development by identifying and providing learning opportunities and ensuring all direct reports maintain compliant qualifications and registrations in line with the requirements of their position.
- Work in conjunction with the People & Culture team to ensure the effective management of the employee lifecycle, including recruitment and selection, onboarding and offboarding, performance management and rewards and recognition.

- Lead by example, role modelling Synapse’s values in day to day interactions and demonstrating an enthusiastic and committed approach to work.

11.0 Qualifications and Experience

11.1. Essential

- Degree in Human Services or similar qualification and/or five (5) years with significant experience in Disability Services.
- Demonstrated experience in managing service budgets, government grants and service agreements
- Demonstrated ability to provide leadership through modelling high standards of management performance and behaviour with the ability to enable and strengthen team performance.
- Preparation of annual budget and monthly reporting including analysis of occupancy, trends and forecast.
- Experience in the interpretation and development of operational policies.
- Proven leadership skills and extensive experience managing a geographically disperse and diverse team.
- Strong commitment to customer service, and experience working with a diverse range of external stakeholders to achieve quality outcomes.
- High level communication, interpersonal and negotiation skills.
- High level organisational ability, attention to detail and time management skills

11.2 Desirable

- Experience working with people with neurocognitive impairments and complex needs
- Experience in providing services under the NDIS
- Experience in preparation and implementation of NDIS Supported Independent Living (SIL) quotes

12.0 Compliance

- Right to work in Australia
- Criminal history screening positive notice including a National Police Check, Blue Card (QLD), Yellow Card (QLD), or the ability to obtain
- Australian Drivers Licence
- Compulsory Third-Party Insurance on private vehicle (if to be used for work purposes).
- Completed NDIS Quality and Safeguards Commission - ‘Quality, Safety and You’ NDIS Worker Orientation Module.

13.0 Key Performance Indicators

KPI 1: Actively demonstrate Synapse's Values in the workplace throughout day to day interactions with fellow employees, clients and all Synapse stakeholders.

KPI 2: Maximise customer satisfaction through customer-driven development, delivery and evaluation of our services.

KPI 3: All employee management requirements are met, including but not limited to performance and probation reviews, WH&S incident reporting and investigation, grievance resolution, etc.


KPI 4: Manage the department budget ensuring that income and expenditure are within budget, and any variances from budget can be justified and are reported back to your line Manager on a monthly basis.

KPI 5: Ensure that service provision in area of responsibility is compliant with Quality Standards and in line with Synapse and regulatory body requirements.

KPI 6: Operates as a specialist within the 'housing and support' scope, contributing own specialist expertise to achieve outcomes for Synapse.

14.0 Approvals & Acknowledgement

Position Description Approved by:

Manager/Coordinator name: Jo Stevens
Signature: 
Date: 21.01.2021

Position Acknowledged by:

I hereby confirm my understanding and acceptance of the position's responsibilities and accountabilities, as outlined in this position description.

Employee name:
Signature:
Date: