



GENERAL MANAGER – CLIENT WELLBEING

JOB & PERSON SPECIFICATION

AUGUST 2021

JOB SPECIFICATION

POSITION: GENERAL MANAGER, CLIENT WELLBEING
REPORTS TO: CHIEF EXECUTIVE OFFICER
EMPLOYMENT STATUS: Fixed Term Contract

Overview

Lighthouse Disability Ltd (Lighthouse) is a leading provider of disability support in SA. Previously known as Leveda it was re-branded to Lighthouse in 2016.

Lighthouse is a values based organisation with a long and successful history of service to adults with complex and diverse disabilities. Two principal objects of the company are to “enable people with disabilities to exercise choice and control in the pursuit of goals in the planning and delivery of supports; provide high quality innovative supports that enable people with disabilities to maximise independent lifestyles and full inclusion in the mainstream community”.

Its services are located in the Northern metropolitan area of Adelaide. It currently provides 24/7 support to approximately 100 clients with just over 200 staff and a turnover approaching \$35M per annum.

Lighthouse seeks to grow and achieve continuous quality improvements to ensure operations and services are of the highest standard, meeting or exceeding the expectation of its clients and their families, the community and other key stakeholders.

Lighthouse believes that opportunities to expand its services to participants in the NDIS and is currently focussed on strengthening quality systems, workforce management and enabling IT infrastructure to be scalable for service growth.

Key responsibility

The General Manager, Client Wellbeing is responsible to the CEO for delivery of agreed strategic and operational objectives relating to operational service delivery in residential accommodation services, including the quality and clinical governance of services.

Key Accountabilities

1. Contributing to the development and delivery of organisational strategy as a member of the senior leadership team and attendee at Board Meetings
2. Leading the delivery of high quality 24/7 residential accommodation services to clients that support them to fulfil the lives they choose and achieve their goals consistent with their NDIS plan.
3. Leading relationship management, client and family engagement strategy initiatives and client and family survey processes to ensure services are responsive and adaptive to feedback.
4. Effective leadership, coaching and people management to build individual and team capability to perform their roles.

5. Establishing robust quality and clinical governance systems, processes and practices and continuous improvement initiatives which evidence Lighthouse Disability's achievement of compliance with the NDIS Practice Standards.
6. Developing and continuously improving clinical governance reporting to the Chief Executive Officer, Board and the Board Client Wellbeing Committee, including meta-analysis of data, action plans and the monitoring and reporting implementation of improvement initiatives.
7. Effective rostering of workforce to optimise continuity of safe and high quality services consistent with SIL agreements under clients NDIS plans.
8. Collaboration with the Manager, People, Culture and Communication to ensure workforce strategies and KPIs relating to recruitment, training and development are achieved.
9. Effective relationship building with key stakeholders including SA Health, NDIA, NDIS Commission, OPA, SACAT, Disability Advocate as appropriate to ensure compliance, effective governance and timely issue resolution for clients supported by Lighthouse Disability.
10. Leadership and development of volunteering program to support client outcomes.
11. Effective financial management of all areas of responsibility including implementation of operational budget assumption initiatives, effective labour workforce management, proactive management of vacancies in residential accommodation and leadership of service growth strategies.

Qualifications and ongoing professional development

Tertiary qualifications in an appropriate discipline

Clinical qualifications and experience in disability, health, aged care or similar highly desirable.

A commitment to enhancing personal and professional skills and knowledge as agreed with the CEO is required.

Experience & Knowledge

It is anticipated that the successful candidate will have gained significant experience at an executive level in the management of multi-site service organisations together with extensive experience in supervision and management of operational delivery on strategic objectives; safety, quality and clinical governance; workforce management and financial management. Demonstrated knowledge of the complex range of presentations of clients in disability residential services as well as the governing NDIS legislation and NDIS Practice Standards is required.

Personal qualities

Ability to establish trust and communicate effectively with clients, families, staff and other stakeholders.

Warmth, empathy, authenticity and excellent interpersonal skills

Strong ethics and professionalism in all matters

Collaborative manner that values and enhances a team approach

Excellent team building, coaching and practice leadership skills

Excellent written and verbal communication skills

Good analytical and problem solving skills

Evidence based decision-maker

Self-starting and highly motivated, demonstrates initiative

Capacity to mentor, empower and develop team members

Capacity to effectively manage performance

Conditions of Employment

Hold a current SA driver's licence

Current DCSI/NDIS worker screening check

DRAFT



HOW TO APPLY

Applications should be addressed to Andrew Reed. Please visit henderconsulting.com.au to apply.

For a confidential discussion, please call (08) 8100 8849.

Please Note

Your application will be automatically acknowledged by a return email.