

## Residential Manager

### Mirridong's Mission Statement

We provide opportunities for adults with a disability to make choices achieve goals and gain independence.

### Organisational Environment

Mirridong Services specialises in providing support to people with disabilities, their families and carers. Located in Yarram, Victoria, Mirridong Services is part of a tight knit community that welcomes the participation of people with disabilities in all aspects of their life.

### Values

At Mirridong Services Incorporated, we value our:

- Participants
- Staff
- Volunteers
- The environment in which we work; and the
- Community in which we work.

We do this in the following ways:

- Offering choice.
- Respecting participants and residents' rights to be treated with dignity and respect.
- Having zero tolerance to abuse.
- Giving participants opportunities to develop their full potential and achieve their goals.
- Providing a high-quality service that meets legislative and regulatory requirements.
- Empowering participants and residents to determine their own needs.

### Objectives:

- To enable individuals supported through Mirridong Services to have control over their lives through person centred active support, which maximises participation and independence in all aspects of life and is responsive to the needs and wishes of the individuals and supports community inclusion.
- To provide a safe, flexible and responsive service, when and where needed by service users.

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### ***Position Description***

<b>Position:</b>	Residential Manager
<b>Service:</b>	Residential
<b>Award:</b>	Social, Community, Home Care & Disability Services Industry Award 2010
<b>Classification:</b>	Social & Community Services Employee
<b>Pay Classification:</b>	Level 5
<b>Reports To:</b>	Chief Executive Officer

### *Key Responsibilities*

- Manage the daily operations of the National Disability Insurance Scheme (NDIS) funded Supported Independent Living (SIL) homes.
- Lead by example through supporting staff, create a supportive work environment focusing on participant outcomes and provide an unbiased position for conflict resolution.
- Create and distribute a 4-weekly roster for the SIL houses taking into consideration program requirements. Negotiate and approve requests for leave. Approve shift changes and verify timesheets for payroll submission.
- Proactively engaging with participants by providing positive role modelling through developing and maintaining healthy relationships and promoting conflict resolution.
- Support the creation of client profiles and supporting documents. Participate in planning meetings, staff meetings and training as required.
- Develop and maintain positive relationships with participants, external stakeholders, industry professionals and with participants immediate and extended family and friends
- Ensure that participants are appropriately supported to attend health appointments and to participate in social and community activities in-line with participant goals.
- Act as the first point of contact for afterhours issues.
- Ensure the implementation of Mirridong's policies and procedures in-line with the NDIS Practice Standards and other state and federal government regulations. Support the creation and review process of policies and procedures.
- Ensure participant records and notes are recorded in the appropriate timeframes and format.
- Act as the Authorised Program Officer for the submission and recording of Behaviour Support Plans and the implementation of restrictive practices.
- Meet with house teams on a regular basis; be available for staff to meet informally as required and undertake supervision on a regular basis.
- Facilitate appropriate training to meet compliance requirements and for personal and team development.
- Undertake annual performance appraisals for subordinate staff.
- Maintain all aspects of confidentiality in line with good practice.
- Perform other duties as requested by the Chief Executive Officer.

### *Key Selection Criteria*

- Diploma in Community Services, or an equivalent qualification in human services, community or disability field, or relevant (2-years) industry experience.
- Demonstrated ability to lead, motivate and guide individuals and teams to perform at their best while promoting a supportive, harmonious and client focused environment.
- Experience in managing the daily operations of NDIS funded Supported Independent Living including rostering for 24-hour care across multiple residences and sites.
- The ability to work as part of an effective team and communicate within a team environment and an ability to demonstrate professionalism across all interactions with participants, staff, and the public.
- A commitment to maintaining confidentiality of private conversations and sensitive documents.
- Ability to understand NDIS participant plans, implement strategies to achieve goals, keep and maintain records and comply with the required standards when doing so.

- The ability to implement relevant workplace policies and procedures, government and employment regulations and have an input into internal policy review and creation.

#### *Essential employment requirements*

- Victorian Drivers Licence.
- Return a clear NDIS Worker Screening Check (Police and disability industry check).
- Current First Aid Level II Certificate or an ability to obtain.
- Being able to complete the physical tasks required of the position which may involve lifting.

The conditions of this position are pursuant to the conditions as set out in the Classification Definitions for Level 5 Social & Community Services Employees. These include the following:

#### *Key Accountabilities*

##### **Leadership**

- Provide overarching management, leadership and responsibility for the Residential Services department.
- Ensure the voice of the participant is incorporated in all aspects of practice and performance by regularly assessing feedback, compliments, complaints and opportunities for improvement.
- Lead and manage an engaged workforce in the delivery of disability support services that, through a person centred approach, achieves high quality outcomes for participants of the service and other stakeholders.
- Ensure appropriate training and developmental opportunities are available to employees to enhance their practice.
- Ensure that regular, appropriate supervision and reflective practice is provided across all programs and services and that service delivery reflects contemporary practice.

##### **Service Delivery**

- Lead and manage the Residential department to ensure quality outcomes for participants and stakeholders and regulatory and legislative compliance.
- Ensure all participants have current Care Plans and Behaviour Support plans and that these guide service delivery and employee practice.
- Liaise and engage with external service providers to support the health and wellbeing of Residential participants.
- Provide regular advice, information and reports to senior management regarding operations and trends that effect planning, service delivery and enhancement of Residential.
- Develop and maintain systems for collection and analysis of Residential data and other relevant evidence to support continuous improvement, staff development and business development.
- Represent Mirridong at relevant stakeholder meetings to secure adequate resources to support the work of Residential.



## **Financial Management**

- Ensure participant records are accurate, up to date and stored in adherence with confidentiality and privacy requirements.
- Fulfil reporting requirements to internal and external stakeholders within required timeframes.
- Ensure all data collection requirements for Residential are accurately prepared in a timely manner.

## **Risk Management**

- Ensure all legal and statutory requirements pertaining to the position are met including statutory reporting of all serious incidents, restrictive practices and mandatory reporting.
- Foster a culture where risks are identified in a timely manner and appropriately managed.
- Report on areas of serious risk to next level supervisor and work together to mitigate those risks.
- Ensure compliance with all OH&S legislation and regulations.
- Develop and implement Safety Action Plans to drive the achievement of the safety objectives and agreed safety goals.

## **Quality**

- Ensure service delivery meets accreditation requirements and participate in accreditation reviews.
- Build flexibility and adaptation into Person Centred Planning service delivery.
- Ensure Residential compliance with the NDIS Quality and Safeguarding Framework.
- Ensure relevant quality frameworks are embedded in daily practice.
- Develop and lead continuous quality improvement processes to achieve high performance for optimum participant outcomes.
- Participate in internal and external audits as required.
- Contribute to and identify changes to responsibilities and tasks that will enhance work practice and assist Mirridong to be responsive to changes in the sector.

## **People and Teams**

- Establish, lead, supervise and inspire an engaged and productive team.
- Ensure ongoing training and development of employees.
- Lead the team in leading practices and effective process governance.
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance reviews with staff to provide feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Mirridong's values.

## **Supporting Individual Needs**

- To provide 'person centred active support' which involves supporting individuals to maximise their participation and independence within areas of interest, in accordance with individualised personal care plans.
- To support individuals and assist them to remain healthy as detailed in their support plans. Liaise with family members where appropriate in regard to health and wellbeing, using the correct communication procedures and with the approval of the CEO.
- To encourage and foster family/community interest and support for each individual's development and well-being.



## **Facility Management**

- Ensure each of the Residential houses is well maintained and provide a safe and comfortable environment for participants and employees and, that in conjunction with facility management, any repairs required are rectified in a timely manner.

## **Personal Accountability**

- Adhere to Mirridong's values, code of conduct, policies and procedures and relevant government legislation and standards where applicable.
- Ensure appropriate use of Mirridong and participant resources.
- Work collaboratively with Mirridong employees, external stakeholders in accordance with Mirridong's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses through the appropriate channels.
- Attend mandatory training sessions and mandatory training specific to position.

## **Supporting Rights**

- Maintain all aspects of confidentiality in line with good practice.
- Support individuals to have access to their individual files.
- Actively support the rights of individuals in line with the Disability Act 2006 - including respectful support and following agreed upon procedures.

## **Promoting Choice & Decision Making**

- Support individuals and their families to be the key directors of their plans.
- Actively promote the choices of individuals within their daily activities.
- Assist individuals to access and participate in social and recreational activities within the community when appropriate.
- Assist in developing communication profiles for individuals.
- Actively support communication recommendations.
- To manage risk, wherever possible, in ways that do not compromise individual choice and independence, in line with accepted Occupation Health and Safety Guidelines.

## **Promoting Advocacy and Participant Choice**

- Actively support independence of individuals.
- Support individuals in a respectful way to advocate for themselves.
- Advocate on behalf of individuals as required.
- Actively promote and support the positive reputation, respect and dignity of service users.
- Support the individuals to move freely and safely in their community/daily environment.



## Meeting Service Requirements

- To complete any required Mirridong/NDIS documents where necessary. This includes general administrative tasks and records, where necessary, behaviour of individuals (as per established behaviour management strategies) and incident reports.
- To regularly attend staff meetings as scheduled.
- Follow procedures for individuals support as documented.
- To fulfil all other duties as directed by the CEO.
- To be at all times aware and vigilant regarding a duty of care to all individuals and other Mirridong Services staff.
- Any other duties relating to the individuals, which may be required from time to time.
- Follow the recommended communication procedures.