

Job Description: Head Intervention Services



ROLE DETAILS

Role Title: Head Intervention Services

Department or Function: Head Office

Reports to: CEO

Location: Putney

ROLE PURPOSE

To monitor, direct and maintain the overall program delivery to Lifestart children and their families from both a compliance and management perspective.

To work in partnership with the CEO and the senior management team in the achievement of the Lifestart mission in line with current best practice ensuring compliance with the Disability Services Standards and efficiency and long term effectiveness of intervention.

To enable and support area managers and their teams to deliver a service based on family centered practise in a culture that supports transdisciplinary teamwork, professional development, shares knowledge and values development.

With the involvement of all area teams, to facilitate the development of quality intervention services specifically by re-evaluating curriculum guidelines in view of current research and maintaining professional standards.

To link with government agencies, research and training bodies and intervention services in order to strengthen relationships and foster awareness of the need for early childhood intervention, current best practise and the ongoing needs of children with disabilities and their families.

ROLE ACCOUNTABILITIES

Management

- Enable the staff of Lifestart to achieve positive outcomes for children with disabilities and their families.
- Articulate and reinforce the Lifestart philosophy of family centered and transdisciplinary practise to all families and all staff.
- Work with Area Managers to identify overall program needs and directions and to support a cohesive approach in planning and implementation on a yearly and long term basis.
- Provide positive support to area mangers and their teams and their wellbeing.
- Facilitate the connection across areas through mentoring staff development and sharing of resources and skills.
- Provide feedback to CEO on Area performance in relation to all aspects of service delivery and compliance.
- Foster of communication between Head Office and the teams and families and the development of procedures that strengthen Head Office support and reflect service needs including data collection, documentation, finance, fundraising.
- Involve staff with clinical, and managerial expertise in the development projects, networking and grant applications.
- To work with CEO and HO and areas to make effective use of budgets and work within budgets.

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Quality Control

- Ensure consistency of core program delivery and core philosophies across areas.
- Drive the development and evaluation of core service curriculum guidelines.
- Drive the development and evaluation of service procedures for families eg waiting lists, entry to service, IFSP's, IEP's, to ensure areas deliver quality and equitable services that are in line with research based best practice and comply with the Disability Services Standards.
- Evaluate program delivery across Lifestart eg. using KPI's and surveys.
- Drive quality assurance measures for procedures and documentation to comply with best practise and disability standards.
- Ensure the needs of all groups of families are supported by our service including those who may face isolation or difficulty accessing services eg from economic, health or CALD reasons.
- Oversee staff appraisal process for Area staff.

Leadership

- Work in partnership with Senior Management Team and area teams by maintaining a connection with service delivery and with staff through active listening, involvement and sharing ideas of ideas and collaboration with problem solving.
- Identify, support and encourage initiatives into the program
- Participate in strategic planning and achievement of strategic goals and visions
- Upholding and reinforcing minimum professional standards for staff, their interactions with each other and families.
- Promotion of the Lifestart brand, through liaison with other agencies, membership of professional associations; liaison with the community and leadership of staff across Lifestart.

Research and development

- Recognise that Lifestart's vision requires that the program maintain cutting edge status, liaise with Universities and prominent research bodies eg. University of Sydney - Centre for Developmental Disability Studies, Faculty of Health Sciences.
- Facilitate research through active participation in partnerships with universities (eg Masters projects) and other agencies eg Multicultural Disability Advocacy Association and organisations eg Hanen and Makaton, supporting student research, seeking grants and supporting staff involvement.
- Facilitate the implementation and evaluation of evidence based of services.
- Facilitate the implementation and evaluation of the Lifestart program including parent satisfaction, short and long term outcomes.

Promotion and development of Lifestart organisation

- Support the organisation to maintain and facilitate links with early childhood intervention, disability and early childhood organisations eg ECICP ECIA ACROD and Families NSW and other relevant organizations.
- Encourage staff to identify opportunities and then monitor their involvement with activities and partnerships with other agencies including developing packages, arranging events, delivering courses, writing papers ensuring that are within the scope of Lifestart's approach and comply with professional standards.
- Promotion of the Lifestart brand, through liaison with other agencies, membership of professional associations; liaison with the community and leadership of staff across Lifestart.

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Organisational and Professional Capacity Building

- Maintain strong connections with our funding bodies and work to enhance service delivery.
- Look for opportunities to interact with local, Federal and State government bodies to increase awareness of the needs of families for early childhood intervention, current best practise and the ongoing needs of children with disabilities and their families.
- Encourage staff to be actively involved with agencies and organisations.
- Foster sharing of resources knowledge and skills across the across the organisation and develop processes that maintain and develop knowledge and skills.
- Oversee the delivery of professional development for staff by planning with Senior Management Team for the organisations needs using this and staff appraisals to determine attendance at events, staff development days, mentoring and other training activities at a local level and across the organisation.
- Look for opportunities for grant and tender submissions and oversee in consultation with Senior Management Team grants applications across the organisation keeping them in line with the organisations plans and philosophies.

QUALIFICATIONS, KNOWLEDGE & EXPERIENCE:

Qualifications:

Tertiary qualification in a related discipline, such as Early Childhood/ Special Education / Allied Health.

Critical knowledge / skills:

- Sound leadership skills and a proven record of successful staff management
- Knowledge of disability standards
- Presentation skills
- Broad experience/ knowledge in childhood special education
- Knowledge of relevant government departments

Critical Experience:

- Extensive general experience in aspects of early childhood intervention services
- Proven ability developing and implementing ECI programs
- Experience working within a multi-disciplinary team
- Management experience at a senior level within intervention services, preferably in the not for profit sector

Relevant Legislation:

- Relevant legislation governing disability services provision

Professional Membership:

- Discipline specific; ECIA and other relevant networks

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KEY INTERACTIONS / RELATIONSHIPS

Contacts within Lifestart:

- CEO / Board
- Senior roles in Lifestart, including Accountant, Fundraising Manager, Area Co-ordinators / Head Office team

Contacts outside Lifestart:

- Federal and State Government officials
- Industry associations
- Community bodies

CRITICAL SUCCESS FACTORS

- Strong commitment to Lifestart mission and model
- Provide strong leadership role across the organisation encompassing all aspects of program delivery
- Ensure the operation of the Lifestart Co-operative enables the Area Managers to deliver services in an optimal manner – within the capacity of the organisation
- Appropriate levels of empathy for our families and staff

COMPETENCIES & BEHAVIOURS

Essential Competencies:

- Relationship Management
- Interpersonal Communication
- Negotiation
- Teamwork and internal/external customer service
- Organisational, time management and planning skills
- IT skills - Database management, MS Excel, Outlook, Word, PowerPoint & the Internet
- Analytical and problem solving

Approved by: _____ **Andrew Wilson** _____ Date: **March 09** _____

(Supervisor / Manager) CEO