

Position Description:

Area Manager



Role Title: Area Manager	Department or Function: Service Delivery
Reports to: Head of Intervention Services	Location: Centre Based

ROLE PURPOSE

To articulate and reinforce the Lifestart philosophy of family centered and transdisciplinary practise to Lifestart personnel and the wider community.

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

To work in partnership with the HIS and other senior managers as required, 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.

Planning and Reporting

- The Area Manager reports directly to the Head of Intervention Services (HIS).
- The timely submission of all data as required by Head Office
- Provides support/feedback to the Parents & Friends Committee (P&F) with regard to fundraising initiatives.
- Prepares Annual Operations Plan and budget in collaboration with CEO and HIS
- Provides written and verbal feedback as requested e.g. Annual report preparation.
- Participates in development of funding submissions in consultation with CEO, HIS and Fundraising Manager.

External Networking

- In consultation with the HIS, the Area Manager will represent Lifestart on local area networks e.g. Early Childhood Intervention Co-ordination (ECIC) committees and other DADHC and Family First projects
- In consultation with the HIS liaises with the local Department Aging Disability and Home Care (DADHC) Project Officer and other DADHC staff as required.

Leadership

- Provides all families with opportunities to participate in all aspects of their centre.
- Facilitates the involvement of Lifestart supporters in area specific and Lifestart activities.
- Facilitates the integration of staff disciplines and skills to work in a transdisciplinary and family centred model

Program Development and Management

- Ensure that all programs are consistent with Lifestart's commitment to providing evidence based "best practice" early intervention programs for children and families
- Oversee program development and implementation across the transdisciplinary team.
- Ensure that program activities and services provided by staff to families reflect the guidelines outlined in the NSW Disability Standards in Action document (DADHC).
- Establish the needs of each individual family within their centre and ensure that those needs are considered when undertaking program planning.
- Develops centre programs and activities that are consistent with the Lifestart program philosophy, program requirements and that are responsive to the needs of the local area as appropriate
- Actively participate in all approved Lifestart projects (e.g. FaHCSIA)

Staff Management

- Management of centre staff ensuring commitment to the Lifestart philosophy and to working within a transdisciplinary, family centred model of service delivery.
- Provide staff with opportunities to access regular feedback, mentoring and professional support that is responsive to the individual needs of the staff.
- Coordinate the staff appraisal and planning process within the centre in collaboration with the HIS and HR officer.
- Monitor staffing needs and workload to best support both the wellbeing of the families and the team.
- Monitor output and performance in line with the Lifestart policies.
- Provide ongoing support and management of Volunteers in their assigned centre

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Clinical Skills

- Managing a small clinical case load. This will equate to three days for Managers of a thirty place centre and two days for Managers of a fifty place centre
- Development of Individual Family Service Plans (IFSPs) and Individual Education Plans (IEPs) in collaboration with the family, staff and other support services.
- Demonstrate cultural awareness and sensitivity when working with children and families from culturally and linguistically diverse (CALD) backgrounds including families from Aboriginal or Torres Strait Islander ATSI backgrounds.
- Implementing strategies within Lifestart to support the inclusion of families from CALD and ATSI backgrounds in the Lifestart program.
- Working in collaborative partnership with families, staff and other community support services (Long Day Care, Pre-school) to ensure the best outcomes for the child and family.

Standards

- Demonstrate knowledge of Equal Employment Opportunities (EEO), OH&S principles and the Disability Service Act (DSA)
- Maintains ethical and legal boundaries with clients, families and co-workers
- Maintains Duty of Care and confidentiality
- Supports the rights of children and their families
- Empowers children and their families
- Complies with all Lifestart Policy & Procedure

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

Relevant Legislation:

- Relevant legislation governing disability services provision

Professional Membership:

- Discipline specific; ECIA and other relevant networks

KEY INTERACTIONS / RELATIONSHIPS

Contacts within Lifestart:

- HIS / Chief Executive Officer
- Senior staff in Lifestart, Finance Manager, Fundraising Manager, Area Managers
- Head Office staff
- Appropriate levels of empathy for our families and staff

COMPETENCIES & BEHAVIOURS

Essential Competencies:

- Relationship Management
- Interpersonal Communication
- Negotiation skills
- 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: Denise Shaw, Chief Executive Officer

Date: 30 June, 2009