

Position Description

Job Title:	Care Manager
Job Description:	The Care Manager plays a crucial role in overseeing the operations and ensuring the quality of services provided to clients under Supported Independent Living (SIL) and CORE supports. This position requires a dynamic leader who can manage staff, maintain client relationships, and ensure operational efficiency across all service areas.
Type of Employment:	Full-time
Report to:	CEO
Location:	Various locations
Main Duties / Responsibilities:	<p>The Care Manager is responsible for:</p> <ol style="list-style-type: none"> 1. Team Management: <ul style="list-style-type: none"> ○ Managing a team of casual and part-time support workers and SIL workers. ○ Conducting monthly check-ins and six-monthly performance reviews with staff. 2. Client Relationship Management: <ul style="list-style-type: none"> ○ Developing and maintaining strong relationships with clients receiving CORE and SIL supports. ○ Ensuring 100% client retention through high-quality service delivery. 3. Networking: <ul style="list-style-type: none"> ○ Building and maintaining networks with other providers such as support coordinators, recovery coaches, and plan managers.



4. **Collaboration:**

- Working collaboratively with all employees across the organization to ensure seamless service delivery.

5. **Operational Oversight:**

- Managing and overseeing the operation of SIL homes, ensuring they are fully occupied.
- Overseeing the management and growth of group activities and CORE supports.

6. **Transportation:**

- Willingness to drive as needed for operational duties.

Work Practices: The Care Manager will:

- Adhere to professional and ethical standards, ensuring confidentiality and privacy of client information.
- Stay updated with the latest NDIS regulations and community resources to provide effective support.
- Collaborate with colleagues and stakeholders to maintain consistency and continuity of care.
- Uphold and promote the company values of Compassion, Achievement, Reliability, and Empowerment in all interactions.

Promote Quality through Consistent Good Practice:

- Regularly monitor service delivery to ensure it meets quality standards and aligns with the NDIS Code of Conduct.
- Contribute to continuous improvement of services through constructive feedback and active participation in quality assurance processes.



	<p>Support Health and Manage Risk:</p> <ul style="list-style-type: none">• Identify and respond promptly to potential risks or hazards to ensure the health and safety of participants.• Promote health-conscious practices as part of the participant's care plan.• Comply with the organization's health and safety policies and guidelines. <p>Foster and Develop a Capable Workforce:</p> <ul style="list-style-type: none">• Support and develop staff through training and mentorship.• Foster a culture of respect, diversity, and inclusivity in line with the company's values.
<p>Qualifications/ Requirements:</p>	<ul style="list-style-type: none">• Minimum 5 years of experience in the disability industry.• Previous experience in a similar role.• Established network within the disability services industry.• Current NDIS Worker Screening Check (Yellow card)• Current Working with Children Check (Blue card)• Completion of the NDIS Induction Module and Worker's Orientation Module• Drivers Licence and own car
<p>Experience:</p>	<ul style="list-style-type: none">• Experience working within the United Nations Convention on the Rights of Persons with Disabilities and other relevant declarations, conventions and protections for participant cohorts.• Experience working within NDIS principles and related legislative and regulatory mechanisms, responsibilities, rules and processes.



	<ul style="list-style-type: none">• Experience working with NDIS Practice Standards and related guidance, including the Positive Behaviour Support Capability Framework.• Current and emerging best practice models and frameworks in disability and related services.• Experience withing governance frameworks that address clinical and practice governance and related supervision and delegation arrangements.• Knowledge of the principles, strategies and tools for managing others, e.g. motivation, feedback, coaching, recognition, adult learning and development and change management.• Working with participant groups who may be more vulnerable to heightened risk and strategies to remove or reduce risk.• Working in situations or circumstances that may present heightened risks, for example, services delivered in segregated or closed settings.
Skills:	<ul style="list-style-type: none">• Excellent interpersonal and communication skills.• Strong leadership and team management capabilities.• Proficient in project management and time management.• Ability to build rapport and trust with stakeholders.• Strong problem-solving skills and critical thinking.• Proficiency in MS Office and other basic computer programs.• Ability to work as part of a team and maintain good working relationships.