

Role Profile

Title	Direct Services Leader
Location/s	Coffs Harbour
Reporting to	Team Leader NDIS & Aged Care Coffs Harbour
Key Relationships	<ul style="list-style-type: none"> • Customers • Informal and community supports • Allied Health professionals • Support Coordinators • Behaviour Support Practitioners • Service providers (both registered and un-registered) • Livable’s management team and staff
Position Supervises	Lifestyle Support Workers Receptionist Access Officer
Remuneration	SCHADS award level 4
Position is	Fixed Term 12 month contract 38hrs per week
Department / Unit	Aged and Disability Services

Job Purpose: The primary purpose of the Direct Services Leader role is to support the Aged and Disability Services Manager to ensure quality, engaging, and safe NDIS support services for our customers within area of responsibility.

About Livable

Our Vision

An inclusive community where everyone gets a fair go

Our purpose

To deliver better outcomes for our diverse community

Our Values

Excellence – Innovation – Integrity – Love - Sustainability

2021-2024 Strategic Priorities

- Become the provider of choice across our service footprint
- Expand our service delivery across Northern NSW
- Improve and maintain the financial sustainability of the organisation
- Establish our brand as a household name within our chosen markets

- Maintain and grow a skilled, engaged, and diverse workforce

Key Responsibilities of the Role

- Under the direction of manager, oversee the delivery of NDIS supports within areas of responsibility, including:
 - SIL homes
 - Short-term accommodation
 - Individual supports
- Establish and maintain strong relationships with Customers and Stakeholders, including family/advocates, support coordinators and behavioral support practitioners.
- Lead a team of support workers, providing regular support and reflective supervision as required (including staff appraisals).
- Carry out periodic face to face onsite support (as a support worker) to maintain service quality, or to back fill for staffing emergencies.
- Work proactively with all internal stakeholders to ensure the smooth running of each service.
- Coordinate services within area of responsibility in accordance with relevant legislation, standards, Livable policies and procedures and funding body requirements.
- Ensure all incidents within the area of responsibility are reported immediately, and corrective measures are implemented where applicable.
- Provide an environment free from abuse, harm, and exploitation for the people we support.
- Complete administrative tasks/data entry as required, including working with manager to develop funding submissions, or complete internal operational reports.
- Maintain solid self-care practices to ensure resilience and efficacy in the workplace.
- Other duties as required by manager.

Selection Criteria

- Previous experience in the co-ordination of 24-hour residential support for vulnerable people.
- Previous experience in supporting high intensity NDIS participants with complex needs, complex ASD, intellectual disability, and challenging behaviours.
- Ability to think laterally and implement innovative solutions to complex issues.
- Competent writing, comprehension, and verbal communication skills.
- Strong relationship building skills, high levels of discretion, and the ability to communicate sensitively and effectively with customers of varying ages, abilities, and cultural backgrounds; as well as service providers and other key industry stakeholders.
- Proficient MS Office skills, as well as demonstrated experience using CRM databases.
- Self-motivated with a strong sense of accountability and ability to take ownership of tasks and the customer experience.
- Ability to work independently but also as part of a team.
- Ideally you will also have direct experience in the not-for-profit sector, preferably with a NDIS

services provider.

Please note: The successful candidate will be required to participate in an Australian Federal Police check, and a Working with Children Check, prior to confirmation of appointment to the position.

The successful candidate will also be required to demonstrate entitlement to work in Australia, and to disclose any pre-existing injury or disease which may be adversely affected by undertaking the inherent requirements of the position.

I acknowledge that:

- I have read, understood, and accepted the above position description and any corresponding attachments.
- I confirm my skills, experience, and relevant qualification/s match those of the role profile.
- I consent to LIVABLE disclosing my personal details to third parties to undergo required probity checks as part of my application process and during my employment.
- I agree to inform LIVABLE immediately of any changes to my criminal record status.
- I understand that LIVABLE is a child safe organisation and I have a responsibility to uphold their commitment to ensuring the safety and wellbeing of all children.

Initial all pages of the Position Description, sign and complete below.		Date
Keep one copy for yourself and return one copy to HR for filing.		
Employee Name:		
Employee Sign:		
Manager Name:		
Manager Sign:		