

POSITION DESCRIPTION

NDIS SERVICE DEVELOPMENT MANAGER

Job title:	NDIS Service Development Manager
Reporting to:	CEO
Department:	Client Services
Job Type:	Part time (21 hours per week)
Location:	80 Betty Cuthbert Drive, Lidcombe

Purpose of the position:

To oversee the development of MDNSW's NDIS service offerings giving particular attention to optimising client service and financial sustainability.

Working closely with the CEO and Client Services Manager, within a small but professional team supporting people affected by neuromuscular conditions this role requires an experienced business manager to lead the development and delivery of NDIS services with an initial focus on Therapy Services (Occupational Therapy) and Community Access & Recreation and improvements to existing NDIS services.

All staff of Muscular Dystrophy NSW have a passion for empowering, connecting and supporting people affected by neuromuscular conditions whilst promoting MDNSW values and person-centred planning.

Responsibilities & duties:

1. Proactively lead and run the development of profitable new NDIS services focussing initially on Therapy Services (Occupational Therapy) and Community Access & Recreation. Ensure maximum quality and profitability of new services while maintaining alignment with MDNSW values and culture
2. Development of a three-year business development strategy with a focus on new service development in alignment with the organisational strategic plan.
3. Work collaboratively with the Client Services Manager and Operations & Quality Manager on the development of policies and processes in relation to new services or improved existing services.
4. Review existing NDIS services to ensure maximum quality and profitability while maintaining alignment with MDNSW values and culture
5. Provide regular reporting and authoritative advice to the CEO and Board on the progress of NDIS program development or improvements to existing NDIS services
6. Coordination of daily operations across all newly developed NDIS services
7. Manage the delivery of NDIS services to ensure that participants, services and business plan/strategic goals are achieved
8. Know and understand the existing structures and processes of MDNSW programs
9. Manage customer/participant expectations, track participant feedback and implement positive changes
10. Exercise good judgment and initiative where procedures are not yet clearly defined
11. Create an environment within the team orientated to trust, open communication, creative thinking and cohesive team effort
12. Provide management and guidance to direct reports ensuring that all are suitably qualified and trained
13. Contribute to staff appraisals and conduct supervision as needed
14. Organise and facilitate meetings as needed
15. Develop and maintain strong professional relationships with other organisations and professionals including Neuromuscular Clinics, and provide support, mentoring and education as required
16. Maintain business contacts and liaison with outside groups and professional associations in order to keep abreast of advancements/developments in the industry
17. Seek program funding and complete applications as needed

18. Ensure continuous improvement and maintenance of the “The Hub” and quality assurance systems
19. Provide accurate and timely reports to government/funding bodies and in Salesforce regarding any service provision to clients or other reporting as required
20. Ensure that all reporting, quality and safety obligations are met
21. Ensure that the person with a neuromuscular condition is central to all support provided and that the person is in agreement with the type and level of support provided, to assist in the realisation of their goals
22. Attend Camps, Retreats and other organisation events and programs as/if required
23. Ensure all team members perform all duties in such a way that upholds the values of the organisation
24. Perform other duties as assigned by the CEO
25. Ensure that a safe working environment and ensuring compliance with NDIS Quality Safeguarding Framework and WHS systems, policies, and procedures

Academic Qualifications

The successful incumbent will have the following qualifications or experience:

- Relevant qualifications in either business, therapy services, Social Work/Case Management and/or a minimum of three years relevant experience is desirable.
- Experience working within the NDIS system.
- Other documentation required: Current First Aid/CPR, Police Check, Working with Children Check, NDIS worker screening.

Work experience and Skills

1. Previous experience developing and managing profitable NDIS services
2. Outstanding management, leadership skills and previous experience in a supervisory role
3. Knowledge of the funding environments and opportunities in the disability sector
4. Experience working with people living with a neuromuscular condition (NMC) is desirable
5. Extensive knowledge of both the physical and psychosocial issues commonly faced by people living with a NMC on a day to day basis
6. A solid understanding of and experience implementing person-centred planning for people with disability
7. A strong understanding and working knowledge of both government and community disability services
8. Vast experience providing emotional support to team members and heading Peer Reviews
9. Ability to work autonomously and part of a team

Workplace Health and Safety

Employees are responsible and accountable for:

1. Compliance with workplace policies and procedures for risk identification, risk assessment and risk control
2. Active participation in activities associated with the management of workplace health and safety
3. Identification and reporting of health and safety risks, accidents, incidents, injuries and property damage at the workplace

Organisational Relationships

Reports to: CEO
Manages: Coordinator
Internal Contacts: MDNSW staff as appropriate

Acknowledgement:

This job description has been designed to indicate the general nature and level of work performed by the incumbent. It is not an exhaustive list and is subject to change. All MDNSW employees are required to comply with any reasonable work requests as directed by their employer from time to time.

Employee Signature

Date

Manager Signature

Date