



POSITION DESCRIPTION

DIRECTOR OF REGIONAL SERVICES

Level & Salary Range	Negotiated
Employment Type	Full-time - 3 years fixed term appointment
Reports to	Chief Executive Officer
Purpose of the Position Reporting to the CEO, the Director of Regional Services is responsible for the strategic planning, execution and management of the organisation's regional services, ensuring best practice high quality service delivery that is sustainable and aligned to strategic goals and priorities. This role is responsible for driving new service development and growth, whilst improving efficiency and effectiveness of services across Therapy Services and Supported Independent Living programs and activities.	
Tasks and Responsibilities <ul style="list-style-type: none">• Lead the successful delivery of new and existing regional services aligned to strategic and operational plans.• Refine and operationalise performance measures that promote accountability and success.• Design and implement new service models, plans, policies, and procedures.• Work with the Executive Leadership Team to set and implement policies and procedures that streamline access to services within a timely manner, meeting National Disability Insurance Agency (NDIA) and NDIS and/or other contractual service requirements.• Analyse current and future trends and needs and assess ongoing opportunities to support services to vulnerable people.• Provide strong leadership and management to the regional service delivery teams, promote and instil strong internal service culture aligned to the values of the organisation.• Provide visible and effective leadership through collaborative planning, monitoring and review of services aimed at developing performance, building morale, and generating a sense of common purpose.• Monitor performance of direct reports against targets and Key Performance Indicators.• Work closely with the CEO and Executive Leadership Team to set and analyse budgets for operations, reports and trends, and provide information regarding the operational performance of business units.• Oversee the referral and intake processes and ensure ongoing services are aligned to NDIS participant budgets and meet service requirements and commitment.• Ensure that all financial activities and operations are performed in compliance with relevant delegations.• Oversee the operational risks associated with service delivery and ensure that identification, mitigation, documentation and appropriate management actions are in place.• Ensure compliance with all registration requirements across operational services.• Develop and nurture strong internal and external stakeholder relationships and partnerships.• Identify opportunities to leverage new and existing relationships to ensure the availability and delivery of high-quality services.• Develop and implement future growth and expansion opportunities for Carpentaria in a regional setting.• Comply with the organisational policies, procedures, guidelines, and applicable legislative requirements including but not limited to Fair Work Act 2009 and Work Health and Safety Act 2012.	
Essential Criteria <ul style="list-style-type: none">• Relevant tertiary level qualification.• Demonstrated leadership capabilities with experience recruiting, training, managing and supervising teams of coordinators and support workers to deliver services across multiple accommodation services, regions and sites.• Well-developed interpersonal skills, with a strong person-centred focus and ability to influence, negotiate and delegate with internal and external stakeholders.• High-level judgement skills with the ability to apply critical thinking and problem-solving skills to make sound decisions in context of environmental factors.	

- Demonstrated ability to embrace accountability, set priorities, monitor, manage and report within a management governance framework.
- High-level written communication skills with the ability to develop and implement practice and procedure that ensure activities are documented and appropriately evidenced.
- High-level confidentiality and organisational skills with the ability to manage people and workloads and work both within a team and independently to manage multiple priorities, meet deadlines and achieve results.
- Proven track record of managing projects, teams and budgets.
- Comprehensive knowledge of program funding, reporting requirements and service guidelines relevant to the disability sector and specific to the NDIA.
- High level of computer literacy and experience using Microsoft Office products as well as other databases.
- Current Ochre Card, Criminal History Check, NDIS Worker Screening Clearance and NT Drivers Licence.

Preferred Criteria

- Experience and understanding of the complexities associated with managing complex regional and remote NDIS services (including for participants who include forensic, mental health, youth and/or ageing attributes) or ability to quickly acquire.
- Demonstrated cross-cultural experience and experience working with individuals from diverse backgrounds, particularly Aboriginal and/or Torres Strait Islander people.

Values and Behaviours Required

- Embody Carpentaria's Values and Principles of Good Practice through a human rights based approach.

Authorised by the CEO:



Date:

26/03/2024