



carpentaria

Role Profile

Client Services Manager

February 2024



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Position

- Provide operational leadership and management of support service areas
- Opportunity to grow and enhance services for people with disability
- A leading Territory not for profit organisation

Since humble beginnings in Darwin in 1973, Carpentaria has grown into one of the Northern Territory's largest not for profit Disability Services providers.

Carpentaria provides Disability and Therapy Services for children, adolescents and adults, through Supported Independent Living, Short and Medium Term Accommodation, Pathways Program, Employment and Training, Specialist Disability Accommodation and Allied Health therapy programs (including Speech Therapy, Occupational Therapy, Physiotherapy, Psychology and Counselling). We deliver innovative and flexible services to empower people to thrive and live a great life and are committed to a philosophy that respects the rights of individuals to make informed choices about their lives.

Reporting to the Director of Operations, the Clients Services Manager provides oversight and management of Carpentaria's Supported Independent Living and Short Term Accommodation programs.

Working closely with the Director of Operations, you will execute and manage the organisation's strategic priorities in operational services, ensuring a best practice approach that supports viable, safe, high quality, person centred supports.

To be successful in this role, you will be an experienced leader who is able to demonstrate success in a NDIS, not for profit environment, (or similar sector related industry) and provide operational/strategic advice throughout a diverse portfolio.

You will have a well-developed understanding of human and community services program delivery, management, governance, and risk related to service delivery.

You will also have highly developed interpersonal, communication, and leadership skills, and the ability to manage a passionate and dedicated service delivery team.

Be part of the incredible team at Carpentaria where you can truly make a difference.



About Carpentaria

Carpentaria is a not-for-profit organisation providing Disability and Therapy Services for children, adolescents and adults, through Supported Independent Living, Short and Medium Term Accommodation, Pathways Program, Employment and Training, Specialist Disability Accommodation and Allied Health therapy programs (including Speech Therapy, Occupational Therapy, Physiotherapy, Psychology and Counselling). We deliver innovative and flexible services to empower people to thrive and live a great life, and are committed to a philosophy that respects the rights of individuals to make informed choices about their lives.

Salary packaging is available (equivalent of up to \$6,400 additional net salary).

Vision and values

Vision

Delivering innovative and flexible services to empower people to thrive and live a great life.

Values

Carpentaria is a values-based organisation which focuses on the needs and goals of each individual. We are committed to a person-centred philosophy that respects the rights of everyone to make informed choices about their lives and to receive the necessary support, information and encouragement to participate, and be included, in all aspects of community life.

Carpentaria's values provide the framework for how we operate, guiding engagement, business activities, service delivery and decision making.



Honesty

We strive to be honest, open, ethical and fair



Collaboration

We create strong partnerships through open communication, mutual respect and trust



Respect

We embrace the individual's right to be empowered to live the life they choose



Innovation

We commit to continuous improvement and are responsive to individuals through creative solutions



Strategic priorities 2022 - 2025

Respond to service needs and gaps in the Territory

We will target the biggest needs and gaps across the Northern Territory to maximise our impact in the community.

Create better pathways for young Territorians.

Expand our services to new geographical locations.

Develop suitable accommodation and residential service models for those with complex needs.



Continuously improve the quality and excellence of our services

We will be leaders in quality and safety and set an example for the broader disability services sector in the Territory. This includes providing a person-centred and goal oriented service.

Support people to meet their individual goals.

Embed strong clinical governance and oversight.

Demonstrate excellence in safety and quality.



Develop partnerships to enhance opportunity

We will partner with organisations that share our values to drive better outcomes for Territorians.

Explore and develop partnerships with Aboriginal Communities.

Partner to create training, employment and vocational opportunities.

Partner to promote social inclusion and community awareness of disability.



Invest in our people

We will grow the capability of our current workforce to ensure we are future-ready and contribute to building the disability workforce of the future.

Invest in our people and their careers.

Build the future disability workforce.

Increase the diversity of our workforce.



Grow sustainably

We will be socially, financially and environmentally sustainable across all areas of our organisation.

Increase our social sustainability.

Ensure we are financially sustainable.

Maintain strong and robust governance.

Increase our environmental sustainability.



Delivering innovative and flexible services to empower people to thrive and live a great life



Carpentaria board

Chair



Grant Lindsay

Joined 2005

Vice Chair



Marie-Louise Pearson

Joined 2023

Board Members



Steven Porter

Company Secretary
Joined 2018



Wendy Ah Chin

Director
Joined 2023



Nicole Hurwood

Director
Joined 2020



Sarah Skopellos

Director
Joined 2023



Hamza Vayani

Director
Joined 2022



Steve Vitone

Director
Joined 2005



A message from the CEO

Carpentaria employs high quality staff in a range of specialist disability support and Allied Health roles to support clients across our Therapy Services, Pathways Program and Independent Living Services. Recruitment to positions at Carpentaria is based on values, skills and qualifications.

We are experiencing a growth of programs and the creation of additional roles to support Carpentaria's services in urban and remote locations. From Specialist Disability Support and Allied Health professionals to corporate roles, Carpentaria offers a rewarding career in a dynamic workplace.



Carpentaria employs evidence-based practice, with research driving continual innovation and growth. Staff have access to comprehensive training and skill development as well as regular upskilling opportunities and ongoing specialist disability training, including positive behaviour support, person-centred active support and risk management.

Competitive remuneration packages, including generous salary packaging benefits, are available. Offers of employment at Carpentaria are subject to satisfactory pre-employment clearances. Employees must also commit to understanding and abiding by Carpentaria's Code of Conduct.

Warm regards

Annie Rily

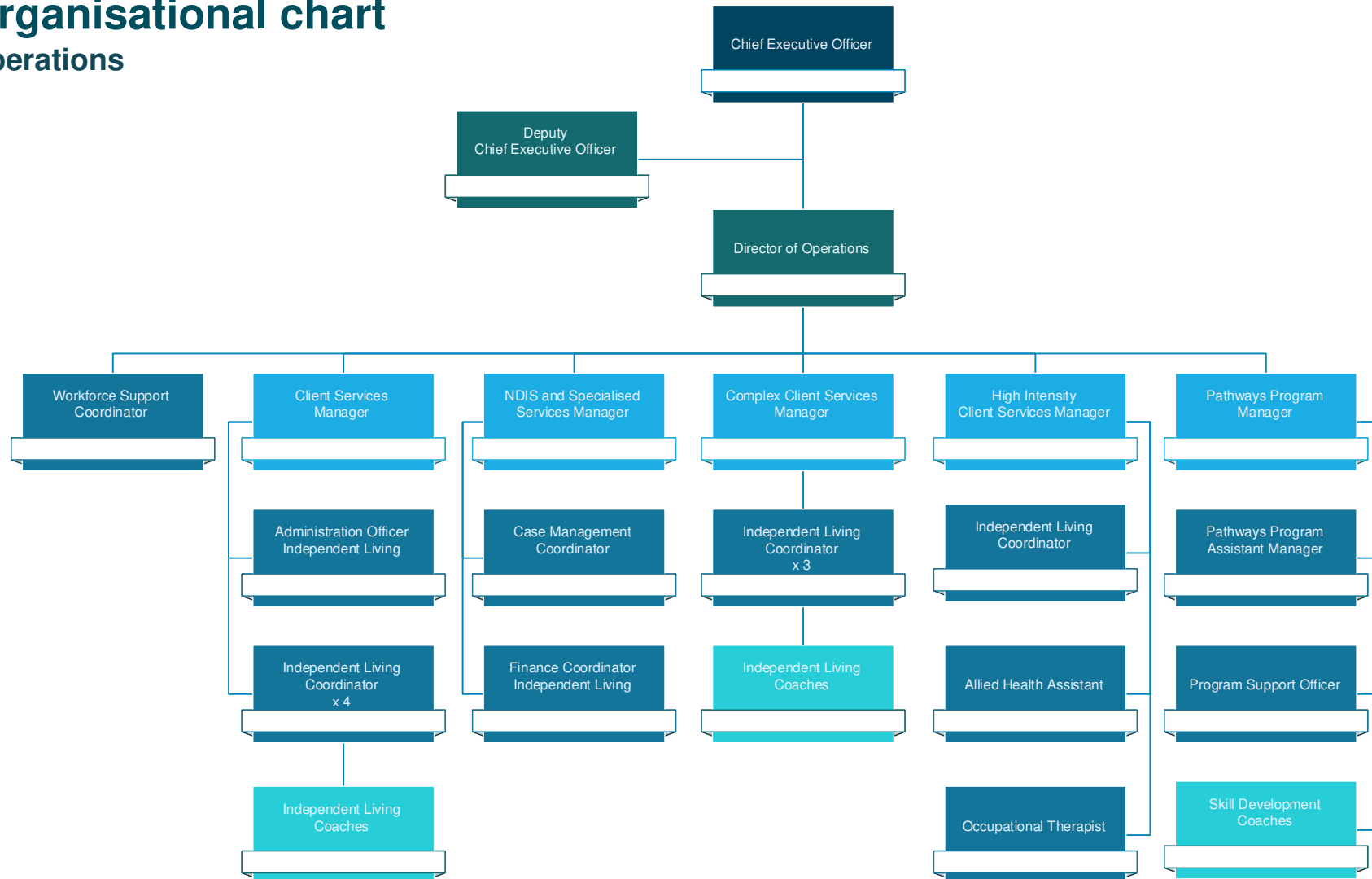


Role profile



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Organisational chart Operations





Role overview

Position Title	Client Services Manager
Department	Independent Living Services
Reports To	Director of Operations
Direct Reports	5 x Direct Reports
Tenure	Full-time - ongoing

Position purpose

The Client Services Manager provides leadership and management across Carpentaria's client services portfolio, including service development, design, and delivery. The position holder works closely and collaboratively with relevant internal and external stakeholders and multi-disciplinary teams to develop and deliver services to support participants across the continuum of complexity and takes a lead role in operationalising, managing, reporting and reviewing services.

Key responsibilities

Strategy

- Lead the successful delivery of Independent Living programs aligned to strategic and operational plans
- Implement service models, plans, policies, and procedures
- Work with the Director of Operations to set and implement policies and procedures that streamline access to services within a timely manner, meeting NDIA/NDIS requirements
- Analyse current and future trends and needs and assess ongoing opportunities to support services to vulnerable people
- Produce accurate and detailed reporting across operational areas
- Review systems and processes to ensure the efficient and effective delivery of high quality services

People and operations

- Provide leadership and management to the Independent Living Operations teams, promote and instil strong internal service culture aligned to Carpentaria's values
- 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



Financial management

- Manage operational expenditure relevant to program areas
- Ensure that all financial activities and operations are performed in compliance with relevant delegations.

Risk and compliance

- Manage the operational risks associated with service delivery and ensure that identification, mitigation, documentation and appropriate management actions are in place
- Ensure compliance with all required registration requirements

Client and stakeholder management

- Develop and nurture strong internal and external stakeholder partnerships
- Identify opportunities to leverage new and existing relationships to ensure the availability and delivery of high quality services.

WHS and compliance

All managers and employees of Carpentaria must:

- 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.
- Take reasonable and appropriate steps to protect themselves from risks to health and safety and to make sure they do not cause risk to others through any act or omission.
- Report accidents, injuries, property damage and health and safety incidents.
- Follow reasonable instructions given on health and safety.
- Ensure they are not affected by alcohol or drugs.
- Not endanger themselves or others.
- Understand and follow confidentiality requirements and facilitate appropriate standards of confidentiality and information sharing practices.



The ideal candidate

The ideal candidate has:

- Excellent leadership, management, and interpersonal skills with flexibility to lead, manage and motivate a diverse team to achieve organisational outcomes
- Extensive experience in the disability sector with knowledge and understanding of the National Disability Insurance Scheme (NDIS) and the NDIS Quality and Safeguards Commission

Essential criteria

- Relevant tertiary qualification
- Knowledge and experience providing person-centred practices, including with participants with varying degrees of need and complexity
- Comprehensive knowledge of program funding, reporting requirements and service guidelines relevant to the disability sector and specific to the NDIA
- High-level written communication skills with the ability to develop and implement practice and procedure that ensure activities are documented and appropriately evidenced
- Proven track record of managing projects, teams and budgets
- 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
- 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
- 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, First Aid & CPR Certificate, and NT Drivers Licence

Preferred criteria

- Experience and understanding of the complexities associated with managing complex NDIS services (including for participants that 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



What success looks like

Operational leadership

The Client Services Manager is able to provide decisive and responsive actions to address operational challenges, and can work strategically to implement longer-term initiatives to resolve issues and streamline service delivery. Appropriate and effective monitoring mechanisms are in place across key operational areas.

Stakeholder engagement

Key stakeholders are engaged and solid relationships have been built. The Client Services Manager is viewed by internal and external stakeholders as a knowledgeable and personable leader who can work closely with partners to achieve shared objectives.

People leadership

The Client Services Manager has built the capability of the current team, in line with strategic business direction. Staff feel empowered and are proud of their contribution to the overall success of the organisation and its contribution to individuals and the NT community.

Remuneration and benefits

A generous remuneration and benefits package is available for the successful candidate:

- Salary \$145,000 - \$155,000 per annum (dependent on qualifications and experience)
- 11% Superannuation
- 5 weeks annual leave + 17.5% leave loading
- Fully serviced pool vehicle (home garaged)
- Access to salary packaging (equivalent of up to \$6,400 additional net salary)
- Mobile phone and laptop

Contacts and further information

For questions or to have a confidential discussion, please contact Andrew Everingham, Director of Operations on 08 89209 400, or at andrew.everingham@carpentaria.org.au

Further information about Carpentaria is available at carpentaria.org.au



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carpentaria.org.au