



carpentaria

Role Profile

Director, Regional Services

Alice Springs based, onsite role

March 2024



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Position Advert

- An exciting new Executive level Alice Springs based onsite role
- Provide strategic and operational leadership and management of Central Australia services teams
- Opportunity to grow and enhance quality services for people with disability
- A leading Territory for purpose 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 Chief Executive Officer, and as part of the Executive Leadership team, the Director of Regional Services provides leadership and management of Carpentaria's Regional Services including Therapy Services and Supported Independent Living teams.

Working closely with the Executive team, you will manage and execute the organisation's strategic priorities through operational service delivery, ensuring a best practice approach that supports viable, safe, high quality, person centred therapy and supports.

To be successful in this role, you will be an experienced leader who is able to demonstrate awareness, understanding and navigation of the unique social, economic and political environments particularly related to regional National Disability Insurance Scheme (NDIS), for-purpose service delivery. You will use your highly refined interpersonal skills to build effective relationships with stakeholders to develop and grow new and existing service offerings in the region.

Disability or similar sector related industry experience is highly valued, coupled with the ability to 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.

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

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

**** A Secondment Opportunity may be available for the preferred candidate.***



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.

Generous salary packaging is available (including additional Remote Area benefits).

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's 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

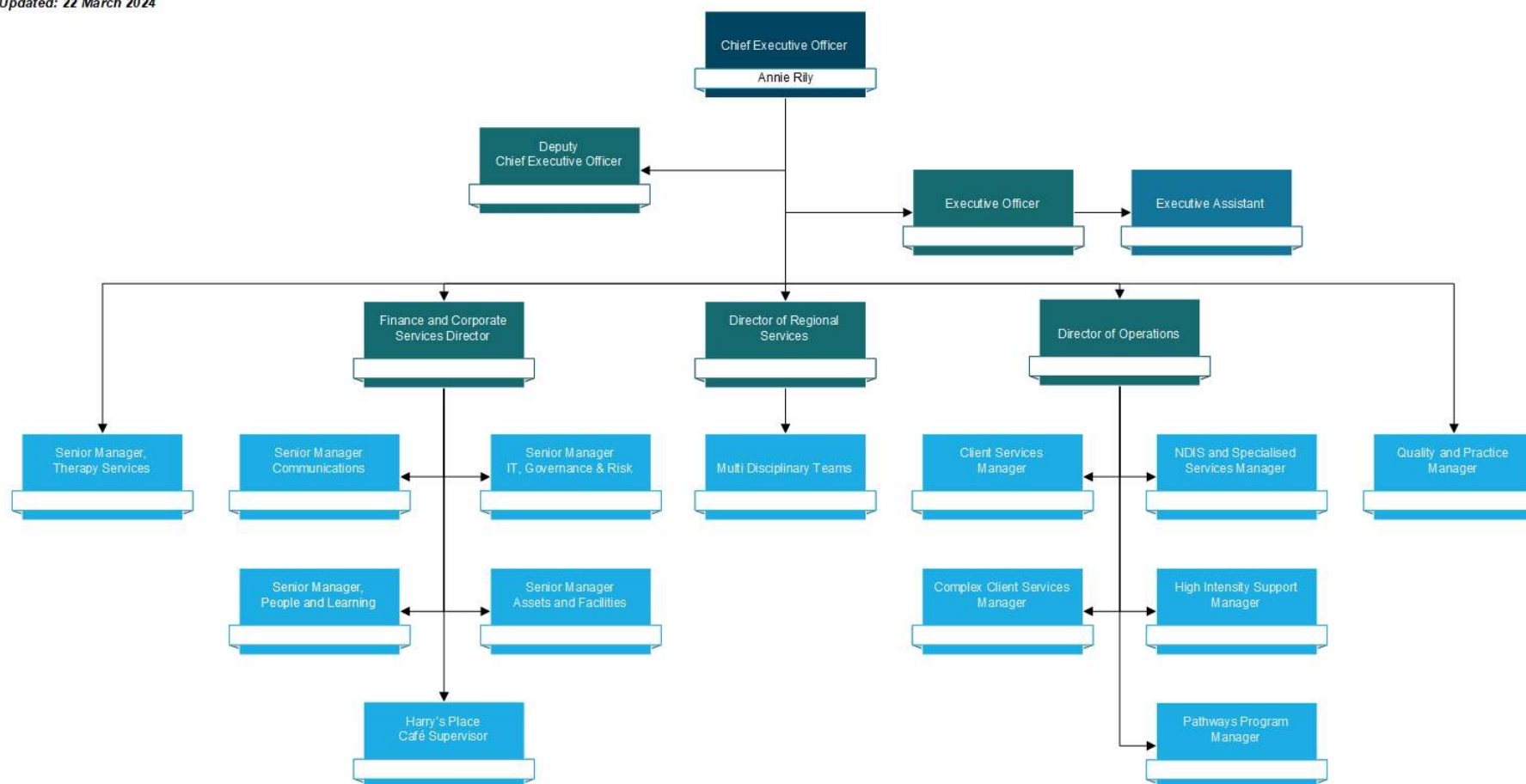


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Organisational chart

Carpentaria Disability Services
Organisational Chart – [Management](#)

Updated: 22 March 2024





Role overview

Position Title	Director of Regional Services
Location	Alice Springs
Department	Regional Services
Reports To	Chief Executive Officer
Direct Reports	TBD
Tenure	3 Year Contract

Position purpose

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.

Key responsibilities

Strategy

- 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.

People and operations

- 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.

Financial management

- 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.



Risk and compliance

- 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.

Client and stakeholder management

- 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.

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 interpersonal skills, with the ability to build and nurture stakeholder relationships in order to grow new and existing services.
- An accountability mindset with high levels of judgement, negotiation skills, environmental awareness, strategic capability and insight to progress organisational directions and outcomes.
- Excellent leadership and management skills with flexibility to lead, manage and motivate a diverse team to achieve organisational outcomes.
- Extensive experience in the disability sector (Executive Management experience in a similar sector or related industry) and knowledge and understanding of the NDIS and the NDIS Quality and Safeguards Commission or ability to quickly acquire.

Essential criteria

- 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.



What success looks like

Strategic and operational leadership

The Director of Regional Services is accountable for providing decisive and responsive actions to address operational challenges as they arise 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 Director of Regional Services is viewed by internal and external stakeholders as a knowledgeable and personable leader who can work closely with internal and external partners to achieve shared objectives.

People leadership

The Director of Regional Services has built the capability of multiple teams, in line with strategic directions. Staff feel empowered and are proud of their contribution to the overall success of the organisation and its contribution to individuals and the community.

Remuneration and benefits

A competitive remuneration and benefits package is available for the successful candidate - circa **\$240,000** with additional Remote Area Salary Packaging available (through [Paywise](#)).

Contacts and further information

For questions or to have a confidential discussion about the role, please contact Annie Rily, Chief Executive Officer on 08 8920 9429, or at annie.rily@carpentaria.org.au

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



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carpentaria.org.au