



## Job Description

---

Our vision is “*Human Potential, Realised*”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

**Role:** Practice Leader (Vertical Living)

**Reporting to:** The role reports to the Operations Manager

**Direct Reports:** Support Workers and Senior Support Workers

**Objectives:**

The key objectives of the role are to:

1. Lead daily operations of the allocated service/s whilst demonstrating a customer experience ethos to drive exceptional customer service behaviours both internally and externally.
2. Partner with the business to assist with growing Civic’s reach within the region.
3. Mentor staff to provide responsive and quality service delivery.
4. Manage risk and support appropriate decision making and escalations.

**Duties and Responsibilities:**

1. Deliver support to services, staff and additional stakeholders for general queries and escalations.
2. Respond to general enquiries from prospective customers and provide relevant information about a range of available services.
3. Collaborate with staff, customers, families and other stakeholders to understand and resolve concerns, with additional advice and support from the Operations Manager.
4. Triage and coordinate incidents as they occur. For more complex incidents, support the Operations Manager and/or General Manager and escalate as appropriate.
5. Lead the understanding of tenant needs, documenting patterns and trends that arise to ensure continuous improvement.
6. Provide hands on support to staff and tenants at site, as required.
7. Manage day to day employee matters such as performance, leave, and injuries with the support of Head Office specialists and the Operations Manager.
8. Organise and lead team meetings, as required – contribute to making these meetings valuable for those involved.
9. Collaborate with head office teams and with the Operations Manager to coordinate the recruitment of new team members. Onboard new starters and support them on the road to success.



## Job Description

---

10. Identify learning needs within the team. Identify and/or create learning opportunities to address those needs, with additional support from Civic team members and resources.
11. Collaborate with the Operations Manager and peers to make sure the service operates in an effective and sustainable way that meets the needs and objectives of the business.
12. Identify gaps and patterns in the services and refer insights and evidence to the Operations Manager for continuous improvement.
13. Refer leads or referrals to the Operations Manager or Customer Experience team, as appropriate, delivering exceptional customer service and documenting as required.
14. Participate as part of the on-call roster. On call is rotated among all Practice Leaders and you may be required to be on-call approximately 3-4 times per year.
15. Comply with mandatory reporting requirements that apply to Civic services. Escalate issues and risks, in line with critical incident and risk management requirements, as appropriate.

### Essential Criteria:

- Degree or diploma in social work, community services, disability, education, nursing, allied health, health or similar OR a Certificate IV in Disability, but experience as a support worker is required.
- Experience as a support worker or in a client facing role as such an RN, paramedic, teacher, psychologist, OT, or speech therapist would be advantageous.
- Previous experience leading people is desirable.
- Calming attitude when working under pressure / high intensity situations and the ability to keep others calm and supported in such situations (in person or remotely).
- Excellent written and verbal communication skills and a passion for providing an exceptional customer experience.
- Strong attention to detail.
- Unrestricted Australian Drivers Licence.