



POSITION DESCRIPTION

Title: Manager, Lifestyle Support
Division: Lifestyle Support
Position Type: Permanent Full-Time
Location: Head Office, Adelaide
Report to: Chief Executive Officer

Company Overview

The Paraplegic and Quadriplegic Association of SA Inc. (PQSA) was formed in 1963 and since then has grown to the peak community body supporting people with Spinal Cord Injury to live their potential. We also support the wider community by providing individualised and premium services through our commercial operation, HomeCare+.

Our Core Values

Excellence • Innovation • Responsiveness • Equality • Ethical Behaviour

Primary Purpose

The Manager, Lifestyle Support is responsible for oversight and leadership of the Lifestyle Support division of PQSA. This incorporates the management of the Lifestyle Support team and the development and provision of a range of programs and services for clients of PQSA. In addition, the Manager, Lifestyle Support contributes to the effective leadership of the organisation as a member of the Leadership Team and provides direct support to the Chief Executive Officer by acting in their absence.

Key Performance Area	Key Responsibilities
Client Service Provision	<ul style="list-style-type: none"> • Develop and implement innovative programs and business plans that meet the needs of Lifestyle Support clients across SA • Review and adapt services and programs using a quality improvement framework and reviewing client and program outcomes • Listen and respond to the needs of PQSA stakeholders • Proactively develop strong stakeholder relationships and partnerships with internal & external parties • Report on key outcomes and trends to the Chief Executive Officer and Board, as required • Review the cost effectiveness of programs in

	<p>consultation with other members of the Leadership Team</p> <ul style="list-style-type: none"> • Lead an effective incident and complaint management system related to Lifestyle Support and the broader organisation
Employee Relations	<ul style="list-style-type: none"> • Develop and maintain a positive culture with recognition of successes • Lead, mentor and appropriately train direct report staff to undertake their roles competently • Maintain an effective performance model based on open and effective communication and feedback
Organisation Sustainability	<ul style="list-style-type: none"> • Ensure statutory and legal compliance with respect to provider registration, funding and service agreements • Drive initiatives, systems and databases that contribute to long-term operational growth and PQSA excellence • Provide leadership and collaborate with others in the organisation to achieve the highest standards of client satisfaction and outcomes • Document, monitor and effectively use management systems including work, health and safety, human resource and financial management to coordinate client and employee programs • Contribute to organisational strategic planning processes
Workplace, Health and Safety	<ul style="list-style-type: none"> • Exercise Due Diligence which includes taking reasonable steps to: <ul style="list-style-type: none"> • Acquire and maintain up-to-date knowledge of work, health and safety matters • Use appropriate resources and risk assessment processes to eliminate or minimise risks to health and safety from work carried out as part of PQSA business • Ensure appropriate processes are adhered to for the receiving and investigation of hazards, incidents and risk in a timely manner • Take reasonable care of your own health and safety • Take reasonable care that your actions or

	<p>omissions do not adversely affect the health and safety of others in the workplace</p> <ul style="list-style-type: none"> • Compliance with all safe working procedures and instructions including policies and procedures to contribute to the health and safety environment. • Contribute to a high-level organisational Risk Management Plan as directed by the Chief Executive Officer and Board
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Knowledge Areas

- Demonstrated senior experience, knowledge and leadership of the disability sector and National Disability Insurance Scheme
- Experience in the use of the Microsoft Office suite
- Current knowledge of Workplace, Health and Safety legislation and regulation and contemporary Quality and Safeguarding requirements

Essential Criteria

- Tertiary qualifications in Human Services or related discipline
- Demonstrated successful experience in managing and leading complex teams and/or business to deliver a high level of service and client outcomes
- Highly developed interpersonal skills, with the proven ability to build effective relationships and communicate with a diverse range of people
- Proven ability to manage change in a complex and challenging work environment

Special Conditions

- Some work outside of business hours may be required
- Intrastate and interstate travel may be required
- DCSI Child Related Employment Screening Check with at least six (6) months validity

Acceptance of Responsibilities

I have read the requirements and responsibilities outlined in this position description, PQSA's Code of Ethical Behaviour and Employment Terms and Conditions and agree to meet and adhere to these and have my performance monitored and evaluated in relation to my performance in the role as detailed throughout this document.

I accept my performance will be measured through the agreed objectives set with my manager each year and reviewed on a minimum twelve (12) monthly basis in accordance with the organisation's performance management policies and guidelines and processes.

Name:

Signed: _____

Date: _____

Manager, Lifestyle Support

Name: Peter Stewart

Signed _____

Date: _____

Chief Executive Officer