



VIVID

Position Description

TITLE: Residential Supervisor

REPORTS TO: Executive Manager Commercial Operations (EMCO)

DIVISION: Vivid Living - Residential Accommodation

TIME COMMITMENT: 70 hours per fortnight
(comprising of Residential Supervisor and support worker duties)

DATED: 9 November 2021

POSITION SUMMARY

The Residential Supervisor is responsible for:

- Establishing and assisting with the communication of clear direction for staff and also assisting with ensuring the effective day to day operations of Vivid's residential sites.
- Delivery of timely, efficient, effective and confidential administrative support to the EMCO.
- Monitoring rostering and assisting with staff replacements.
- Monitoring and ensuring data integrity within SupportAbility.
- Administrative work including, but not limited to, word processing, uploading material to digital storage, making and receiving 'phone calls, attendance at meetings and research.

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CORE RESPONSIBILITIES

Responsibilities	Performance Measures
<p>1. Operations</p>	
<p>1.1 Assist the EMCO with leading, developing, supporting and motivating the Burke House team to deliver business outcomes</p>	<p>Performance measures will include (but not be limited to) assisting the EMCO with to:</p> <ul style="list-style-type: none"> • Meet budgeted financial outcomes
<p>1.2 Assist the EMCO with and the Risk & Quality Coordinator with the establishment and achievement of operational and quality goals</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting the Risk & Quality Coordinator to ensure that all internal and external audits are satisfactorily completed in a timely manner. • Commitment to, and delivery on, the collection, analysis and reporting on data which will inform evidence based decision making.
<p>1.3 Assist the EMCO with and the Risk & Quality Coordinator in managing continuous improvement processes</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting in ensuring that all continuous improvement measures, including those detailed in the Continuous Improvement Policy, are completed and thoroughly documented in a timely manner.
<p>1.4 Assist the EMCO and the Risk & Quality Coordinator in ensuring that all OH&S standards and requirements are complied with and a safe, clean and pleasant working environment is provided for all staff</p>	<p>Performance measures will include (but not be limited to) responsibility for:</p> <ul style="list-style-type: none"> • Maintaining health and safety as a priority discussion point in staff meetings. • Ensuring compliance with OHS reporting.

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Responsibilities	Performance Measures
<p>1.5 Assist the EMCO and the Operations Manager to take appropriate action, in relation to any reportable incidents concerning residents</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting the EMCO to ensure that all incidents involving residents are recorded, investigated (where appropriate) and closed out within the stipulated time frames. • Assisting with the thorough and detailed documenting of incidents. • Assisting the EMCO with reporting on incidents to include trend analyses of resident specific and site specific incident data.
<p>1.6 Preparing meeting agendas, attendance at meetings, taking notes, preparing minutes, issuing minutes</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Attendance at residential staff meetings. • Responsibility for the preparation, and issue, of the agenda for staff meetings no later than two days prior to the meeting. • Responsibility for the preparation, and issue (within five days of the meeting), of the minutes for staff meetings. • Responsibility for providing the Risk & Quality Coordinator with a copy of staff meeting minutes no later than five days following a meeting. • Responsibility for organising, setting up and generally preparing effective staff meetings.
<p>1.7 Health & Safety Representative</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assist the Human Resources Manager to actively promote safe work places.

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	<ul style="list-style-type: none"> • Responsibility for maintaining the currency of information on the OHS notice board at residential sites. • Responsibility for completing, and lodging with the Risk & Quality Coordinator, Fortnightly Checklists • Responsibility for completing, and lodging with the Risk & Quality Coordinator, Monthly Checklists • Responsibility for ensuring that Evacuation Drills occur at least six monthly. • Responsibility for the documenting, and reporting, of Hazards. • Responsibility for thorough, and detailed, documenting of all OHS actions.
<p>1.8 Assisting the EMCO to achieve and maintain 100% accuracy in staff shift data recorded in SupportAbility</p>	<p>Performance measures will include (but not be limited to) assisting with:</p> <ul style="list-style-type: none"> • Conducting regular data integrity checks. • Maintaining 100% accuracy of SupportAbility shift data within 24 hours of completion of the shift. • The daily reconciliation of shift data with master rosters. • Ensuring that all staff check and signoff their shifts within 24 hours of completion of the shift. • Responsibility for checking and signoff of all activities within 24 hours of completion of the activity.
<p>1.9 Assisting the EMCO to achieve and maintain 100% accuracy in resident data recorded in SupportAbility</p>	<p>Performance measures will include (but not be limited to) assisting with:</p> <ul style="list-style-type: none"> • Conducting regular data integrity checks of resident absences, ratios and funding adjustments in SupportAbility.

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Responsibilities	Performance Measures
1.10 Other duties as directed	
2. Finance	
2.1 SupportAbility	<p>Performance measures will include (but not be limited to) assisting the EMCO with:</p> <ul style="list-style-type: none"> • Monitoring of, and strict compliance with, rosters. • Monitoring the maintenance of effective staff ratios. • Monitoring the data recorded by staff in SupportAbility to ensure that it is recorded accurately and in a timely manner which enables the automatic upload of billing to the NDIA portal. • Conducting daily data integrity checks of shifts, rosters and timesheets. • Monitoring strict adherence to master rosters and staff ratios. • Monitoring opportunities to reduce staff costs and that those opportunities are taken advantage of.
2.2 Debtors	<p>Performance measures will include (but not be limited to) assist the EMCO with:</p> <ul style="list-style-type: none"> • Implementing processes to ensure that debts older than 30 days are minimal. • Strict compliance with the Debt Management Policy. • Thorough and detailed documenting of all actions.
2.3 Financial procedures	<p>Performance measures will include (but not be limited to):</p>

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	<ul style="list-style-type: none"> • Responsibility for the maintenance of accurate records of all monies kept on site. • Responsibility to ensure all monies are stored securely and locked in the site safe. • Responsibility for the compliance with financial procedures including (but not limited to) purchasing and payment authorisations, petty cash, reporting and other accountability procedures.
2.4 Other duties as directed	
3. Customers	
3.1 Strengthening relationships with Burke House’s residents, parents and carers	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Assist the EMCO and other Senior Managers to build, and maintain, strong relationships with clients, parents, and carers. • Assist with ensuring that the principles of Human Centred Design are embedded in all service delivery.
3.2 NDIS Plan reviews and Services Agreements	Performance measures will include (but not be limited to): <ul style="list-style-type: none"> • Assisting the EMCO and other Senior Managers to ensure the timely preparation for NDIS Plan Reviews. • Assisting the EMCO and other Senior Managers to ensure the timely preparation, and signing, of Service Agreements. • Responsibility to ensure that each Resident’s NDIS goals are current and updated in SupportAbility.

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Responsibilities	Performance Measures
3.3 Annual Information	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting the Risk & Quality Coordinator to ensure that Client Annual Information forms are completed, checked and uploaded into SupportAbility in a timely manner.
3.4 Complaints and compliments	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Responsibility to take appropriate action in relation to any complaints and compliments including the timely referral of the complaint or compliment to the CEO. • Thorough and detailed documenting of all actions.
3.5 Other duties as directed	
4. People	
4.1 Allocation of resources	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting with ensuring the effective operation of centralised rostering. • Assisting with the recruitment and training new staff. • Assisting with the training and upskilling existing staff. • Assisting with developing, and maintaining, a pool of casual relieving staff.

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<p>4.2 Performance Appraisals</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting the EMCO to ensure that all staff have a formal performance review at least annually. • Responsibility for a thorough and detailed documenting of all actions.
<p>4.3 Supporting the Residential team through the change processes associated with the move to the NDIS</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assisting with initiatives to ensure staff engagement with SupportAbility and other software platforms. • Assisting with ensuring that the quality of recording in SupportAbility is excellent and enhances outcomes with planning, NDIS Plan Reviews and audits. • Assisting with ensuring that the Plan Review process is an all year round commitment for staff.
<p>4.4 Welfare, training and development of staff</p>	<p>Performance measures will include (but not be limited to):</p> <ul style="list-style-type: none"> • Assist the EMCO and the Human Resources Manager in the proactive supervision of the health and safety of staff. • Assist in ensuring that mental health is a priority topic for discussion in staff meetings, training and other forums. • Assist in ensuring that staff are trained and skilled in working with technology as it is applicable to their roles and for the efficient operation of services and the organisation.

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	<ul style="list-style-type: none">Responsibility for the active use of the Professional Development Register and Calendar.
4.5 Other duties as directed	

ADDITIONAL RESPONSIBILITIES

As directed by the EMCO.

ACCOUNTABILITIES

Refer to the Accountabilities published on Vivid's website.

ORGANISATIONAL RELATIONSHIPS

Reports to: EMCO

Supervises: All direct care residential staff.

Internal liaisons: All Vivid staff and volunteers.

External liaisons: Vivid's clients, parents, carers and families; business operators and the broader community; other disability services providers; State and Federal Government departments and regulatory authorities.

ESSENTIAL ATTRIBUTES

Judgement and Decision Making

The position involves problem solving and the development of options, and strategies to address issues.

The position will require the use of initiative in developing approaches and resolving issues.

Specialist Skills and Knowledge

Solid understanding of business practices including operational responsibility and accountability, achieving targets, employee management, risk management, OH&S, quality compliance and procedures.

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A commitment to a person-centred approach to service delivery with the aim of improving the quality of life for people with a disability.

Understanding of the requirements of relevant legislation including the Victorian Charter of Human Rights and Responsibilities, the Privacy Act and the Occupational Health and Safety Act.

Management and Leadership Skills

The ability to effectively plan, organise and manage one's own time.

Demonstrated ability to be pro-active and show initiative.

Ability to communicate effectively, efficiently and openly.

Ability to manage and adapt to a range of challenging situations.

Well-developed computer skills and the ability to utilise Microsoft Office programs.

Interpersonal Skills

Ability to establish rapport with other members of the Vivid team and contribute to the development of a pro-active visionary work culture in the organisation;

Good communication and negotiation skills.

Licences and registrations

A current police check, Disability Worker Exclusion List check and current Working with Children's Check (if applicable).

A current Australian driver's licence.

Desirable

Experience in working with people with a disability.

A current unrestricted Australian Driver's licence.

Additional information

Vivid encourages staff to explore Salary Packaging benefits which allows employees to tailor their salaries to best suit their individual personal and financial needs.

Vivid recognises that everyone has different responsibilities and needs. The organisation aims, whenever practicable, to provide flexible working arrangements which balance an individual's requirements.

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Date: / /

Signed:

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Residential Supervisor

Signed:

Scott Alexander

Chief Executive Officer