

Service Delivery Manager

Job description

About us

Aussie Life Care (ALC) operates as a Registered NDIS provider. We currently have an opportunity for a Service Delivery Manager at our facility.

Our organization delivers high-quality services that enable our participants to live an independent life but at the same time listen to the views of clients and families. Our ultimate goal is to maximize the independence and functional skills of participants to achieve the best quality of life.

Position duties

Common day to day duties of the position may include (but are not limited to):

- Orientating new clients to ALC and the ALC team
- Staff Management of Team leaders including performance management and mentoring
- Operations of ALC in Melbourne including; data collection and billing functions
- Performing 1 on 1 meetings and annual performance reviews with the team of Supports Coordinators
- Liaise with NDIS representatives, LAC's and partner organisations
- Working with ALC projects teams to develop and implement process improvements
- Writing and presenting reports to senior managers on service delivery progress
- Working with staff to troubleshoot escalated issues
- Maintaining budgets and approving team expenditure
- Assessing the physical, technological and staffing needs across the team

Essential experience

To be successful for this role we would need you to:

- Have a sound knowledge of the NDIS and NDIS Practice Standards
- The ability to work collaboratively in a team environment, also consulting with internal and external stakeholders
- Experience working within the health, disability, or community services sector
- The ability to act with discretion surrounding sensitive matters and maintain the relevant level of confidentiality
- A minimum of 2 years' experience working in a similar role or leadership position
- Certificate 3 or 4 In Individual Support or similar preferred
- Qualifications in Business, Administration or Training and Assessment will be viewed favourably
- Experience as a disability support worker may be an advantage

Valid Working with Children and NDIS Clearances are mandatory to be considered for this role

Job Type: Full-time

Salary: \$65,262.66 – \$120,000 per year

Schedule:

- Monday to Friday