



## Position Description

<b>POSITION TITLE:</b>	Manager - Learning and Experiences
<b>DEPARTMENT:</b>	Learning & Experiences
<b>RESPONSIBLE TO:</b>	<a href="#">Regional Manager Learning &amp; Experiences</a> / General Manager
<b>DIRECT REPORTS:</b>	Learning & Experiences and NDIS Business Support
<b>INDUSTRIAL INSTRUMENT:</b>	Enterprise Agreement / SCHADS Award
<b>CLASSIFICATION LEVEL:</b>	SCHADS Level 4.1
<b>LOCATION:</b>	Various
<input checked="" type="checkbox"/> National Police Check <input checked="" type="checkbox"/> NDIS Worker Screening Check	
<input type="checkbox"/> Working with Children Check <input checked="" type="checkbox"/> Driver's Licence <input type="checkbox"/> Medical	
<input type="checkbox"/> Proof of full COVID-19 vaccination, or an acceptable medical exemption	
<input checked="" type="checkbox"/> Proof of completion of NDIS Worker Orientation Module	

Bedford exists to support people with disability to live the life they choose through a diverse range of skill-building opportunities, from social activities, experiences, supported employment, residential services and open employment. Underpinning this is the belief that diversity, inclusion and acceptance equals belonging for people of all abilities.

People with disability who live, work, and receive care from Bedford need to do more than just get by, they should be given the opportunity and resources to learn, grow and live meaningful, confident lives.

### POSITION SUMMARY

Reporting to the ~~Senior Manager Day Options & Experiences~~ [Regional Manager Learning & Experiences / General Manager Learning & Experiences and NDIS Support](#), the Manager - Learning and Experiences is responsible for effectively coordinating, overseeing, and expanding their designated Learning and Experiences service. The role will lead and supervise staff to ensure the delivery of a quality and innovative Learning & Experiences services all to current and future clients, ensuring that client NDIS Service Agreements are met. This role is also responsible for the growth and expansion of the Learning & Experiences service.

### KEY RESPONSIBILITIES

- Championing the delivery of the *NDIS Practice Standards*, the *NDIS Code of Conduct*, as well as the *NDIS Quality and Safeguarding Framework*
- Support clients and employees to achieve their NDIS goals and objectives

- Coach, advise, develop, and support the Learning & Experiences staff to achieve the requirements of their role and support their growth and development
- Oversee staff recruitment, including interviewing, inducting and training new staff, with support from Human Resources (HR)
- Address staffing issues such as staff grievances, disciplinary matters, allowances, and payroll queries when they arise
- In consultation with HR, develop and maintain staff succession plans and ensure staff training and development needs are in line with client support needs, corporate, compliance and accreditation requirement
- Plan and facilitate regular and effective team meetings and staff professional development opportunities
- In collaboration with Support Leader, develop and monitor staff rosters according to agreed services as outlined in NDIS plans, service budget and leave coverage
- Authorise staff pays; oversee and approve staff leave entitlements
- Communicate accordingly and regularly to ensure the Learning & Experiences team is aware of all current corporate plans, measures, and objectives; attend and actively participate in relevant corporate meetings
- Ensure client, staff and service successes and achievements are recognised and appropriately celebrated
- Ensure the highest level of customer service is provided in a proactive, effective and efficient manner, with a client centric approach
- Liaise, negotiate and communicate effectively with clients, their families/carers Government agencies, other service providers and other internal and external stakeholders to ensure successful member outcomes
- Oversee the development, coordination, review and monitoring of client IPPs/NDIS goals in consultation with staff, clients and key stakeholders
- Ensure client placements meet agreed standards and numbers – responsible for onboarding new clients in line with corporate and NDIS processes
- Ensure that NDIS plans are reflective of Service Agreements and that subsequent plans are actioned with updated Service Agreements to ensure smooth transitions between plans
- Follow up on unpaid services provided with clients, families or the NDIS
- Effectively and appropriately manage and documentation service enquiries, complaints and feedback, escalating significant issues to the ~~Senior Manager, Day Options & Experiences~~[General Manager Learning & Experiences and NDIS Business](#).
- Investigate and follow up on opportunities to expand current services offerings to existing and new clients
- In consultation with Learning and Experiences staff, plan, coordinate and oversee client activities providing diverse opportunities, aligned to client goals, for meaningful participation and development in a warm, friendly and fun environment
- In conjunction with the finance team ensure that purchase orders and invoices are raised, documented, and processed in a timely manner in line with corporate requirements, including ensuring timely payment of same; ensure that management of petty cash meets corporate requirements
- Oversee the service activities in relation to NDIS processes, ensuring that progress notes (and related billing/reporting entries) are completed according to corporate requirements within the required timeframes
- Maintain regular communication with the [Regional Manager Learning & Experiences](#) / ~~Senior Manager, Day Options & Experiences~~[General Manager Learning & Experiences and NDIS Business Support](#) regarding all aspects of the service
- Effectively communicate key updates, information and changes to management, staff, clients and key stakeholders

- In conjunction with the [Regional Manager Learning & Experiences / Senior Manager, Day Options & Experiences](#)~~General Manager Learning & Experiences and NDIS Business Support~~ develop performance targets that align with the strategic direction of the business and the department actively promoting Bedford Values
- In conjunction with the [Regional Manager Learning & Experiences / Senior Manager, Day Options & Experiences](#)~~General Manager Learning & Experiences and NDIS Business Support~~, ensure service budget goals are achieved via efficient purchasing, petty cash, resource, equipment and roster management
- Complete all internal and external reporting and documentation requirements in line with the NDIS Quality and Safeguarding, NDIS operations, government agencies and corporate requirements, on team outcomes, legislative requirements and other metrics are met
- Comply with all Bedford policies and procedures including the Code of Conduct and provide feedback where required
- Acquire and maintain WHS knowledge relevant to your role and understand all operational and associated hazards and risks; lead by example to ensure a safe working environment is always maintained
- Complete Workplace Health and Safety and NDIS incident paperwork (where relevant), facilitate appointments, provide opportunities for injured staff to return to work and liaise with relevant WHS staff within a timely manner; including upkeep of program vehicles
- Participate in the audit process when required by providing support and advice
- Assist in the development and delivery of safety initiatives and strategies to raise awareness of WHS and promote a positive environment based on safer and healthier ways of working
- Travel between office locations/regions as and when required
- Undertake other duties as per the direction of the [Senior Manager, Day Options & Experiences](#)~~General Manager Learning & Experiences and NDIS Business Support~~.

#### KEY CHALLENGES

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- Leading staff, clients, and families in conjunction with the changing priorities of the NDIS system
- Increased reporting obligations as outlined by the NDIS Commission Quality & Safeguarding Framework
- Commit to the continuous improvement of business processes and activities.
- Mentoring and coaching staff, assisting them with the management of complex client issues and act as a role model
- Meeting client support needs and goals within allocated funding
- Maintaining quality standards of care within a diverse workforce

#### SKILLS / ATTRIBUTES

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##### Personal Attributes

- Strong leadership skills with a demonstrated ability to effectively manage people and resources
- Creative and innovative thinking coupled with strong initiative with the ability to work independently and proactively
- A professional work ethic with well-developed interpersonal and intra-personal skills with the ability to adapt communication style to specific needs of individuals or groups
- Effective and efficient decision making, problem solving and conflict management skills
- The ability to develop positive relationships with a broad range of internal and external stakeholders

- The ability to exercise effective judgment, sensitivity, creativity to changing needs and situations
- An ethical, outcomes and results driven individual, with a positive, “can do” attitude

#### Essential Skills and Qualities

- Bachelor of Disability and Developmental Education or equivalent degree; or equivalent experience
- Minimum 5 years’ experience in the Disability or Community Service sector
- Ability to motivate, mentor, coach and performance manage staff
- Excellent communication and interpersonal skills; high level of emotional intelligence
- Proven ability to build strong relationships while working in a dynamic environment with changing priorities
- Strong problem-solving skills with the ability to cope with a high workload
- Ability to work autonomously in a methodical way, with good follow-up skills
- Demonstrated commercial and business acumen
- Knowledge and sound understanding of the following:
  - Disability Service Standards
  - NDIS Quality and Safeguarding Framework, Terms of Business, Practice Standards, Code of Conduct
  - Risk Management, Duty of Care & WHS requirements
  - Privacy & Confidentiality requirements
  - Quality Management Systems
- Intermediate level of competency in using the Microsoft Suite (i.e. MS Outlook, MS Word, MS Excel, etc)
- Excellent administration and organisational skills.
- A current First Aid Certificate
- A current driver’s licence
- Cleared to work (NDIS Worker Screening Check, National Police Clearance)

#### CORPORATE RESPONSIBILITIES

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All staff are required to work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Disability Insurance Scheme Practice Standards* (the NDIS Practice Standards) and any other legislation that is relevant to their role, and:

- behave in a manner that is consistent with Bedford’s mission, vision, and values and that supports clients and employees to achieve their NDIS goals and objectives.
- comply with Bedford policies and procedures as amended from time to time, including the *Code of Conduct*.
- acquire and maintain Work Health and Safety knowledge relevant to your position.
- participate in any performance or professional development process as required by Bedford.
- participate in mandatory training as relevant to your role, and as required by Bedford.

#### OTHER RELEVANT INFORMATION

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Further information about Bedford may be found at <http://www.bedfordgroup.com.au>

Bedford may vary your Position Description from time to time.

I confirm that I have read and understood the Position Description for the position of Manager Learning & Experiences.

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Date: .....

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