

Assignment Brief

NDIS Housing Development Manager

ONCALL Group Australia

By Alex Cooper & Barry Vienet



| 0472 510 848 |
| 0418 329 523 |



alex@johnsonrecruitment.com.au |
barry@johnsonrecruitment.com.au |



www.johnsonrecruitment.com.au |

Johnson Recruitment
Level 15, 500 Collins Street
Melbourne VIC 3000

Table of Contents

Overview of ONCALL	3
Meet the Team	4
Location	5
Position Overview	5
Key Accountabilities	6
Remuneration and Benefits	9
Organisation Capability	9



IMPORTANT:

The information contained in this document is of a highly confidential nature and must not be disclosed in whole or in part to any other party without the prior approval of Johnson Recruitment, the Consultants managing the assignment, or the client.

Overview of ONCALL

ONCALL Group Australia Pty Ltd is a quality certified, DHHS, NDIS and TAC registered service provider in the Disability and Child Youth and Family sectors. ONCALL is a recognised industry leader and preferred service provider to over 300 clients. ONCALL takes pride in employing staff who share our passion and commitment to delivering quality services, where the client is at the centre of every decision made.

NDIS Client Services

ONCALL provides a full suite of NDIS services to participants and their families. This includes direct support services through the provision of skilled, trained and dedicated disability support staff. ONCALL staff are committed to delivering personalised support to participants and their families, that is customised and tailored to individual participant's choices, needs and goals. This support is provided in participant's private homes and within the community.

Accommodation Services – Supported Independent Living (SIL) (Disability)

ONCALL provides a comprehensive suite of services and support to people with significant, complex and dual disabilities. Emergency, contingency, transitional or ongoing support through Supported Independent Living (SIL) / Shared Accommodation services can be provided. The team is supported by professional specialist Planning Practitioners and registered APOs.

Accommodation Services - Out of Home Care (Child Youth and Family)

ONCALL provides tailored support to ensure the safety and wellbeing of vulnerable children and young people who are under statutory Child Protection Services system. A range of support models can be provided that include crisis care, short term emergency or residential care through to family reunification with the child/young person's best interests at the heart of every step.

Casual Staff Services (Labour Hire) 24/7

ONCALL is the largest specialised Disability, and Child Youth and Family staffing agency with over 1000 qualified and skilled staff who are highly regarded and in high demand. ONCALL is recognised as the market leader, providing qualified and skilled casual staffing support to 300+ customers, 24 hours per day, 365 days per year, managed by a team of skilled consultants supported by a strong business infrastructure and state of the art IT system.

Meet Wendy



Wendy joined the ONCALL family almost 15 years ago. At the time she wasn't getting the support she needed and when she met our company directors, Anna and Rob, she got the reassurance from our team that we were the right choice for her. She brought her support package to ONCALL and she's been with us ever since.

"I met Robert at my house and he said don't worry you're in good hands. I decided to come to ONCALL and I have never looked back"

"I'm honoured to be the brand ambassador for this company, they value their staff and they value their clients, and they value me. Everyone here makes me feel special."

Meet the Team

ONCALL is a team of expert professionals with extensive sector knowledge and experience in a broad range of community care and support services including disability and welfare (child, youth, and family). This ensures they understand and accommodate the needs of their clients, no matter how complex.

The Board



Craig Rushton
Board Chair

Anna Fleming
Founder/ Director/
Board Member

Mark Summerhayes
Director
Board Member

Tom Matthews
Director
Board Member

Robert Haybittel
Director
Board Member

Management Team



Neil Curnow
National General
Manager Corporate
& Commercial Services

Troy Ayles
Casual Staff Services
Executive Manager

Toulia Moustakas
Accommodation
Services (VIC)
Executive Manager

Peta Fensham-Cobb
Individual Services
Executive Manager



Julian Virgato
Group Financial
Controller



Susan Rundle
People & Culture (VIC)
Executive Manager



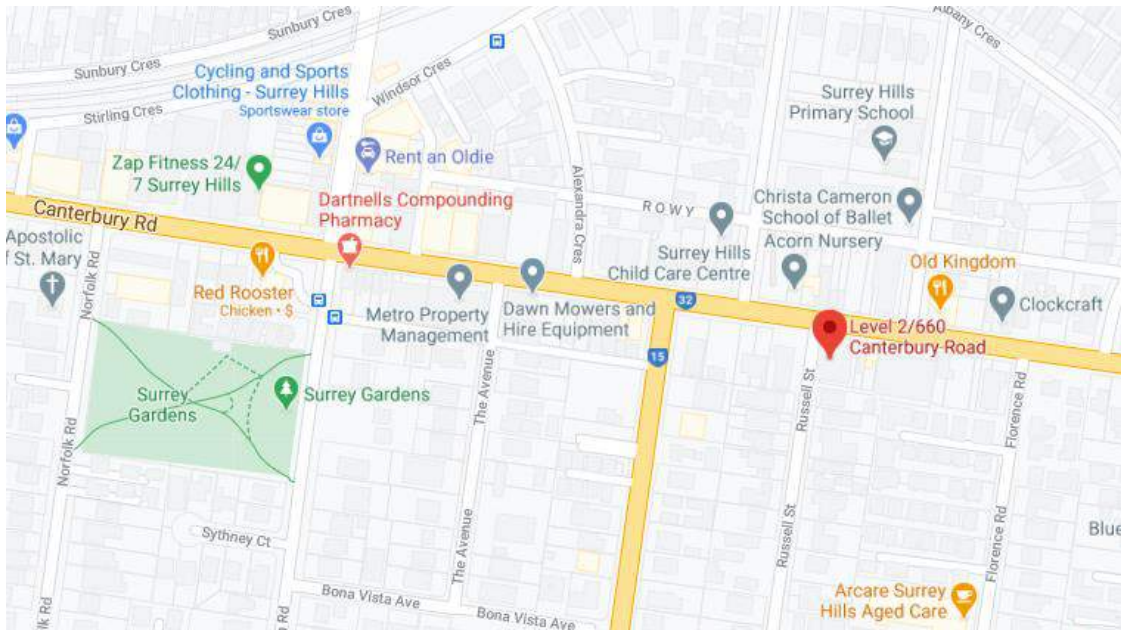
Charlton Campbell
Executive Director
Queensland



Andrew Hehir
Chief Information
Officer

Location

Head Office: **Level 2, 660 Canterbury Road, Surrey Hills VIC 3127**



Position Overview

Position Title:	NDIS Housing Development Manager (VICTORIA)
Reports to:	Executive Manager Accommodation Services
Department Name:	Accommodation Services
Employment Status:	Full-time
Number of Direct Reports:	1 direct
Key Relationships:	<p>Internal: ONCALL Group Australia (ONCALL) Executive Team, OoHC and Supported Living Options, Behaviour Support Specialist, Support Coordination Team, Workforce Team, Individual Services, Casual Staff Services, IT, Marketing, People & Culture, Finance</p> <p>External: External providers, NDIS, DFFH, participants/clients, families and other external customers</p>

Purpose

Reporting to the Executive Manager Accommodation Services, the NDIS Housing Development Manager (VICTORIA) is responsible for the management of vacancies across existing accommodation services as well as and establishing existing new accommodation services sites in partnership with external SDA and non-SDA providers. This will include the identification, assessment, selection and transition of NDIS participants into new and current vacancy housing options.

Responsibility is also held for ensuring all services are provided in accordance with ONCALL’s strategic plan, policies, procedures, legislation requirements and industry standards.

Key Accountabilities

Key Responsibilities	Measures/KPI’s to be Achieved
<p>Leadership</p> <ul style="list-style-type: none"> ● Embed an enhanced customer service approach that welcomes customers to ONCALL and contributes to positive outcomes ● In collaboration with the Executive Manager Accommodation Services, develop and execute SLO Services Growth Plan ● Implement SLO Services Growth Plan ensuring direct alignment with ONCALL’s Strategic growth plan and continuous high-quality service delivery ● Identify, assess, select and transition NDIS participants into SLO Services vacancies ● Undertake stakeholder engagement across the sector including NDIS Local Area Coordinators, NDIS planners, Health and Allied professionals and Child Youth and Family services to fill vacancies and identify further opportunities for growth ● Undertake Tenancy and Residential functions in line with relevant legislation ● Operationalise the OGA Offering Residency Policy ● Coordinate the establishment of new properties identified within the growth plan and prepare transitions for existing or new participants to move ensuring all transitions are completed to a high standard ● Coordinate the establishment of emergency and interim models of care ● Drive direct reports to build capability to ensure service delivery expectations are exceeded, and that documentation, reporting and adherence to ONCALL policies and procedures are achieved as per the standard 	<ul style="list-style-type: none"> ● Development, implementation, and reporting on the SLO Growth ● Plan within agreed timelines, with targets achieved or exceeded ● Well-established relationships with key potential and actual ● partners including SDA Providers and referrers ● Implementation and reporting on the Vacancy Management process for individual vacancies ● Provide strong governance and leadership ● NDIS, with particular focus on SDA, is maintained in line with industry standards ● Afterhours Service is delivered to a high standard, with reporting provided regularly and issues escalated, and actions completed ● Strong leadership and customer service demonstrated in line with ONCALL’s values and Code of Conduct ● The team is performing to a high standard and any issues managed effectively and escalated as appropriate ● Supervision is participated in and conducted regularly, and records kept for all members of the team, evidenced appropriately

<ul style="list-style-type: none"> • Ensure Supervision meetings are conducted and documented on a regular basis and staff participate in performance review and development requirements as identified • Participant in ONCALL’s Afterhours Service back up manager roster to deliver services to a high standard • Participate fully in your own supervision, annual review, and professional development discussions • Together with the broader SLO team, promote ONCALL and secure new business opportunities within SLO Services • Undertake other duties as required 	
<p>Reporting and finance</p> <ul style="list-style-type: none"> • Prepare monthly reporting as scheduled or required that incorporates all key areas of SLO and covers services provided, documentation reviewed, audits and review, budgets and financial tracking, staffing, incident reporting, business development opportunities identified, and continuous improvements made 	<ul style="list-style-type: none"> • Reports are comprehensive, accurate and provided on time and to a high standard • All expenditure and financial tracking is within agreed parameters
<p>Quality and continuous improvement</p> <ul style="list-style-type: none"> • Continuous improvement opportunities are identified and acted upon • Ensure all activities are carried out in line with ONCALL policies and procedures and relevant legislation • Participate actively and positively in the area of OHS to reduce all hazards and incidents within the workplace 	<ul style="list-style-type: none"> • Ensure Afterhours services are delivered to a high standard, with reporting provided regularly and issues escalated • Areas for improvement are identified and implemented as required, including across the whole program if appropriate • Self and staff all perform in line with ONCALL policies, procedures, values and that quality standards and legislative requirements are always met or exceeded • Housing and participant plans fully meet accreditation and audit standards and participate regularly in internal audit process across entire program • Comply with all ONCALL’s OHS policies, protocols and safe work procedures at all times, and ensure any identify hazards, risks or near misses are reported immediately • Participate in and complete mandatory training as required

Key Selection Criteria

Component	Requirements
Qualifications	Essential <ul style="list-style-type: none"> ● Tertiary Qualification in Disability or other appropriate tertiary qualification relevant to working in Disability/NDIS Sector ● Post Graduate Qualification in business or other relevant field (preferred)
Previous Experience	Essential <ul style="list-style-type: none"> ● Significant experience and knowledge of NDIS and Specialist Disability Accommodation ● Experience in accommodation services in Disability/NDIS sector ● Significant experience in a leadership position within a community service organisation ● Experience in collaborative working relationships with key stake holders
Required Knowledge and Skills	Essential <ul style="list-style-type: none"> ● Excellent planning and coordination skills ● Strong leadership and management skills ● Problem solving and organisational skills including time management and ability to work at a high level with minimal direct supervision ● Knowledge and experience in working with people with disabilities and complex needs ● Demonstrated experience in developing partnerships, eliciting cooperation, and working effectively with a range of stakeholders ● Ability to work effectively as part of a team ● High-level interpersonal, conflict resolution and consultation skills ● Exceptional attention to detail, balanced with big-picture thinking ● Capacity to manage high pressure situations, multi-task and meet deadlines ● Experience advocating an active support model based around a person centred and individualised support approach ● Strong reporting writing skills and business documents ● Project management
Personal Attributes and Behaviours	Essential <ul style="list-style-type: none"> ● Highly developed communication and interpersonal skills ● Exceptional stakeholder engagement skills, ability to present and adapt communication style based on audience ● Able to lead by example ● Good decision-making skills and ability to remain composed under pressure ● Strong negotiation and advocacy skills ● Motivated and outcome focused ● Advocate and model ONCALL values

Remuneration and Benefits

The **NDIS Housing Development Manager** is a position, reporting to the Executive Manager Accommodation Services.

This role is a full-time position with a competitive remuneration.

Organisation Capability

Johnson Recruitment is an independent firm specialising in recruitment and consulting to the Healthcare, Community Services, Social Services and Not-for-Profit Sectors. Johnson Recruitment forms part of the Lawson HR Group that includes specialist Organisational Development, Professional Services Recruitment, Corporate Services Recruitment and Business Advisory.

Our consultants have worked extensively across our selected field providing clients with expert consulting services that support the attraction, recruitment, development, and retention of excellent staff. We partner with our clients to understand their recruitment and human capital needs to address their individual strategic and organisational objectives.

Consultants Managing the Assignment



Alex Cooper, Principal
P: 0472 510 848

Experience

Alex has led a successful 15-year executive recruitment career focused within the Construction and Property sectors in the UK, and over the last 6 years, in the public sector in Victoria.

Specialising in Board, C-Suite, General Management, Director and Senior Management search and selection, Alex is able to offer bespoke talent sourcing and assessment support that minimises risk and offers exceptional service delivery. This can be attributed to a bespoke methodology and set of core values under the Johnson Recruitment brand.

Alex's value proposition is built on his ability to listen to his clients, review, assess and understand their key requirements, and provide an adaptive and comprehensive solution which encourages improved performance and a sustainable competitive advantage.



Barry Vient, Managing Director
P: 0418 329 523

Experience

Barry is a qualified Chartered Accountant with over 23 years' experience in the recruitment industry. During this time, he has undertaken hands-on executive search and recruitment across a number of industries and disciplines as well as specialising in building and managing recruitment businesses of varying sizes. He joined Johnson Recruitment as Managing Director at the beginning of 2014 after 7 years as Managing Director of Beilby Consulting.

Barry began his recruitment career in 1992 with Morgan & Banks after 8 years as an auditor with Deloitte in both Melbourne and London, followed by two years as the Financial Controller of ITN News, also in London. Over the next 6 years he built Melbourne's premier accounting recruitment business.

Barry moved to Singapore in 1998 as Morgan & Banks' Regional Director for SE Asia, growing the business from 15 to 100 people, before returning to Melbourne in the role of General Manager Victoria and overall responsibility for some 300 people across all Morgan & Banks businesses in Victoria.

Barry is passionate about the Health and Human Services, Government and Not for Profit sectors and handles senior executive roles including CEO, COO and General Management positions. He is excited about working with the Johnson Recruitment team, and across the broader Lawson HR Group, to help clients achieve outstanding success through improved strategic direction, leadership capability and operational excellence.

Qualifications

Bachelor of Commerce (Accounting), University of Melbourne

Member, Institute of Chartered Accountants in Australia/New Zealand