



Futue State Frontline Leader Position Description

Ability First Australia is undertaking a project that defines the role, competencies, and capabilities of the Frontline Leader. Spread over 4 stages, and scheduled for completion by June 2021, we anticipate this project will have a profound impact on the long-term viability of the NDIS: facilitating career pathways, informing recruitment practices, and increasing capacity for leaders to be successful in their roles.

Funded by the Australian Government Department of Social Services.

Visit www.dss.gov.au for more information.

The introduction of the National Disability Insurance Scheme (NDIS) has brought significant change to providers, workers and participants in the disability sector. As part of these changes, the roles and responsibilities for the Frontline Leader and many other positions in provider organisations have changed considerably. Frontline Leaders are essentially staff in a provider organisation who directly manage/lead the delivery of services by Disability Support Workers (DSW's) and associated frontline staff.

Ability First Australia (Ability First) and its members believe that investment in Frontline Leadership is crucial to the long-term viability and success of the NDIS. In 2019, Ability First was funded through the Department of Social Services' NDIS Jobs and Market Fund to undertake a project to define the role, capacity and capabilities of the Frontline Leader to inform organisation and job design, recruitment practices and training methodology. The project has four stages and will be completed by June 2021.

THE FIRST STAGE of the project documented the "Current State" role for the Frontline Leader. The findings from Stage 1 have been published on the [Ability First website](http://www.abilityfirst.org.au):

- Project background
- Participant views of the Frontline Leader role
- Typical Frontline Leader tasks
- Frontline Leaders views on how their future roles
- Generic position description for the current Frontline Leader

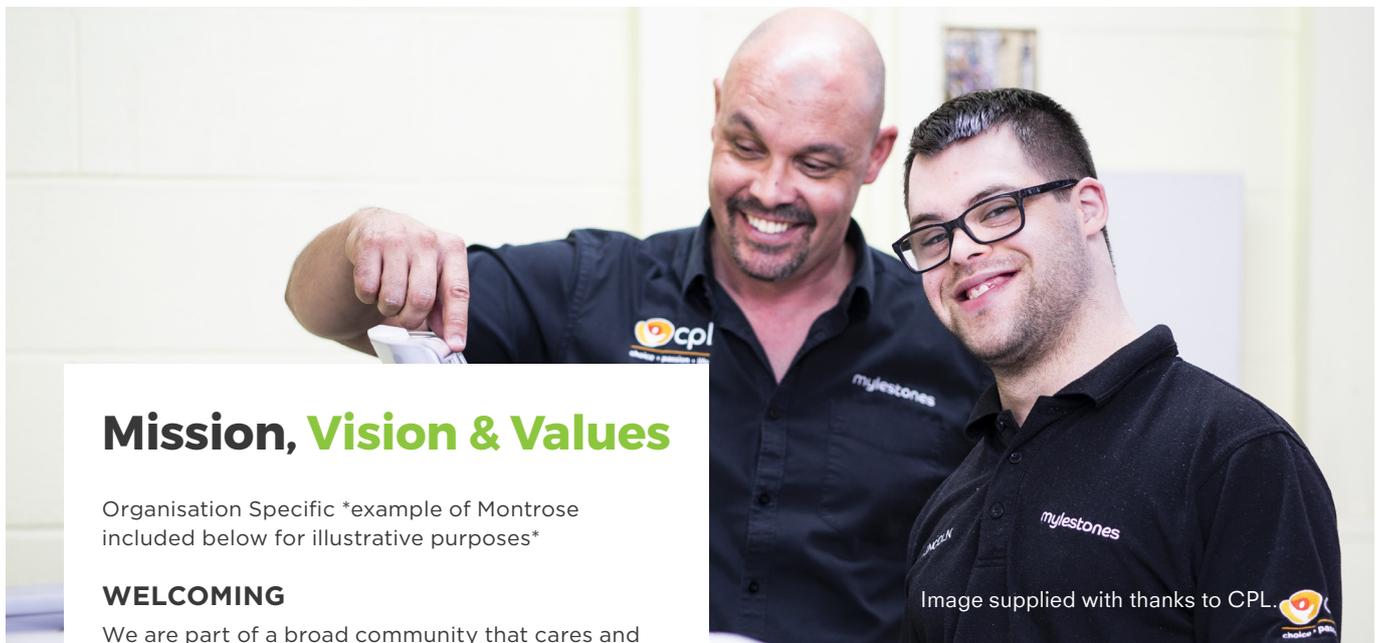
THE SECOND STAGE of the project included development of a series of documents and tools:

- Position Description for the future Frontline Leader roles
- Capability Leadership Framework
- Capability gaps analysis method
- Organisational designs
- Impact of span of control on Frontline Leader costs
- Participant views on Frontline Leader competencies

THE THIRD STAGE of this project will focus on developing a series of online tools as well as a career and training framework for Frontline Leaders. These tools will be tested by a number of providers before they are publicly released as part of Stage Four. A series of resources will be published on the Ability First website throughout the life of the project.

Position Description

Title:	Frontline Leader
Classification:	As per specific organisation requirements
Location:	
Salary per annum:	
Employment type:	
Job duration:	
Reports to:	
Direct reports:	
Additional requirements:	The applicant must meet the working screening requirements of the NDIS Practice Standards. The applicant must also be an Australian or NZ Citizen or Permanent Resident or have full working rights in Australia.



Mission, Vision & Values

Organisation Specific *example of Montrose included below for illustrative purposes*

WELCOMING

We are part of a broad community that cares and respects the needs of others. We want you to feel at home at Montrose, whatever your background and whatever your challenges.

EMPOWERING

We believe in making things possible, we dream big, and we enable the Montrose community to be happier, stronger and more confident.

INFORMED

We share our knowledge within our community. We go above and beyond to understand complexities and provide innovative solutions.

INVESTED

Your goals are our goals. We are committed to achieving outcomes. We are in this together and work as a team.

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Position Objective

As a frontline leader your main responsibility is to directly lead the delivery of services by a team of Disability Support Workers (DSW's) and/or other associated frontline staff to deliver high quality services to NDIS customers that meet their needs and expectations. These services must also be aligned to organisational, service, and individual customer outcomes.

Key Responsibilities and Performance Measures

RESPONSIBILITY

PERFORMANCE MEASURES

Client Interaction

Liaise with clients to provide information on service offerings, planning for NDIS packages and quoting for services.

- Services delivered to clients by the team are effective and in line with organisational and funding requirements.
- Clarity in charges to the customer.

Liaise with clients regarding improving quality, changing the services that are being provided, assist with resolving issues and incidents.

- Complaints are investigated and managed effectively.
- Complaints resolved within agreed timeframes.

Liaise with clients to renew current packages and reviewing services offerings.

- All support and service plans are current and complete.
- All customer correspondence is documented and responded to as per the organisations service standards.

Operational Activities

Ensure effective and efficient administrative procedures and processes are adhered to including the upkeep of customer files and folders, monthly reporting and business planning activities.

- All customer correspondence is documented and responded to as per service standards.

Identify areas for practice improvement and collaborate with key staff to develop solutions.

- Practice improvements implemented
- Positive feedback received

Ensure compliance with the National Quality and Safeguarding Framework (NQS) and organisational policies and procedures.

- Incident reports are submitted in accordance with timeframes for Service Standards.
- Documentation is reviewed in accordance with document control system.
- Formal evaluations are documented and reviewed and presented to management for action in accordance with established timelines.

Team Management

Provide effective leadership and program management to ensure high quality service delivery, as per the specifications, requirements and performance indicators defined within the service agreement, relevant models of practice and any other relevant program and / or organisational governance documentation in order to effectively respond to client need.

- The team is engaged, feels supported in their workplace, and have a line of sight between their work and the vision and expectations of the organisation

Lead and develop support services to build a workplace culture of teamwork, support, and customer service innovation.

- Number of complaints received.
- Number of compliments received.
- Reduced percentage of staff turnover.
- Clear demonstration of organisations values in daily work.

Outcomes

What success in this role will look like:

- Services delivered to customers by the team are effective and in line with organisational and funding requirements
- Outcomes for customers are maximised through a collaborative approach where practice experience and services across your team, the organisation and other partners are brought together to achieve better overall outcomes
- The team is engaged, feels supported in their workplace, and have a line of sight between their work and the vision and expectations of the organisation
- Services are well coordinated, with clear processes and expectations in place

Delegations

NIL



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How will you be assessed?

Your merit will be assessed based on the following skills, competencies, qualifications, education, and experience as they relate to the role:

- Tertiary qualification in business, human services or other relevant field, or equivalent experience.
- Demonstrated ability to manage the delivery of services to customers and exceed quality service expectations.
- Financial skills including budgeting, monitoring performance, and the ability to forecast income and expenses.
- Demonstrated experience working with, and/or knowledge of regulatory and compliance frameworks.
- Demonstrated understanding of (and experience working with) contemporary theoretical and practice frameworks in an area of service delivery.
- Demonstrated experience in applying human resource management strategies with strong leadership skills and demonstrated experience in managing a small/medium team.
- Ability to implement change and improvements to work practices.
- Excellent communication, negotiation and relationship building skills.
- Experience developing rosters for part-time and casual workforce.
- Experience in identifying opportunities for and implementing quality improvements within programs or services
- Competent in computer usage with the ability to develop, monitor and maintain records and write objective basic reports on a range of issues.

Desirable

- Appropriate knowledge of the NDIS and services provided to customers
- Direct experience of managing disability support service programs, e.g. residential and respite services.
- Experience in disability, aged care or not for profit industry.
- Knowledge of the National disability Insurance Scheme.



Image supplied with thanks to Multicap.

Role context

Potential highlights of the role include:

- Supporting your team to be able to achieve positive, effective outcomes for customers, particularly where the outcome might not be immediately clear
- Being able to influence how work and services are structured and contribute to improving service standards for customers
- Creating a high performing team who are engaged, satisfied and positive
- Having customers speak positively about their service, or provide great feedback about a member of your team
- Developing and maintaining a financially sustainable service that exceeds customer expectations.

Potential challenges you might experience are:

- Dealing with expectations regarding services and outcomes, from customers, staff, funding providers and other stakeholders
- Not being able to always achieve the most desired outcome for a customer
- Supporting staff and customers in emotionally challenging circumstances, while maintaining own wellbeing
- Balancing competing deadlines and priorities within required timeframes

Working relationships in this role

Reports to:	XXXXXX	
Direct reports:	XXXXXX	
Internal:	Management team and others as required	
External:	Customers, Families, NDIA staff, Disability Services Staff, Education Staff, Allied Health Professionals, Medical Practitioners and Specialists, Community partners and service providers and other relevant stakeholders.	
Approver :	Director, Human Resources	Date: <Day> <Month> 2020

This Position Description is not intended as an exhaustive description of the position, accountabilities or associated duties. The Organisation may alter or adjust this Position Profile at any time.

Our Members



abilityfirstaustralia.org.au
info@abilityfirstaustralia.org.au
Phone: 61 2 8259 7725
Level 39, 259 George Street
Sydney NSW 2000