

**Human Resources**

Arafmi Ltd Position Description

**POSITION DESCRIPTION**

**Position title:** General Manager: NDIS Services

**Location:** Brisbane (with travel to outer areas including Toowoomba and Narangba)

**Award:** Executive Contract

**Classification Level:** Salary

Reporting to: Chief Executive Officer

**About Arafmi:**

Arafmi is a not-for-profit organisation which has provided support to mental health carers since 1976. In that time, tens of thousands of mental health carers in Queensland have used our services, including the 24/7 support line, one-to-one carer coach, face-to-face support groups, suicide bereavement support, systems navigation and advocacy, carers respite and retreats, and education and capacity building programs.

In addition to this core work, Arafmi provides NDIS services to approximately 300 people living with psychosocial disability and their families. Our NDIS services include Supported Independent Living (SIL), Core Supports, Community Access, Short Term Accommodation (STA), Specialist Support Coordination, Support Coordination and Recovery Coach.

In a rapidly changing NDIS landscape, Arafmi is embarking on transformational change between 2024 and 2026, with a focus on clarifying the dual services we provide, implementing a practice framework and \*\*\*\*

the successful candidate will be responsible for successfully leading Arafmi’s NDIS services through a period of transformation. They will also assist Arafmi in the process of clarifying its dual roles, as it increases its presence as a peak body for mental health carers.

**About the Position:**

Strategically placed within the organisation the General Manager: NDIS Services is an executive role, responsible for overseeing and delivering quality and sustainable NDIS services. These services are provided by approximately 100 employees, who provide support to approximately 300 NDIS participants in the following locations: Toowoomba, Ipswich, Brisbane South, Brisbane North and Narangba. The NDIS team is supported by two regional managers, two Support Coordination team leaders, client care coordinators, intake and a rostering and administration team.

This role is positioned in the executive level of the organisation to ensure NDIS services are given full and dedicated high level oversite. The role requires strategic and operational knowledge of Arafmi services and organisational governance balanced with regular

engagement with stakeholders (internal and external) to ensure services are delivered in a safe, meaningful, and quality manner. The role will work very closely with, and will receive guidance from the Chief Operating Officer (COO) for financial and corporate responsibilities.

The role will be responsible for successfully leading Arafmi’s NDIS services through a period of transformation. This will involve a balance of high level oversite and, when necessary, coaching and developing the staff team in operational duties. The role will also assist Arafmi in the process of clarifying its dual roles, as it increases its presence as a peak body for mental health carers.

**Direct Reports:**

The role will directly supervise

* 2 x NDIS Regional Managers
* 2 x Support Coordination team leaders
* Rostering and Administration team

People and Culture, Finance and Marketing are provided via shared services

**Key Responsibility Areas**

Service Delivery:

* Lead, manage and support Regional Managers and administrative team to ensure high quality, sustainable services are delivered in line with the Arafmi Ltd strategic goals.
* Ensure all NDIS program delivery complies with relevant Acts, service agreements, contracts, and quality standards.
* Manage the operating budget and associated reporting across all regional service areas.
* Deputise for the CEO during periods of absence, with support from COO
* Contribute to strategic workforce planning and management activities to ensure appropriate service levels are upheld across all regions.
* Research, evaluate and implement practice and support standards across all programs to enhance service delivery and ensure accreditation of relevant quality practice standards.
* Manage escalated complaints, incidents, investigations, and reporting activities in line with Arafmi Ltd policies and procedures and NDIS standards.
* Foster, develop and maintain new and existing key service partnership relationships and represent Arafmi Ltd at industry events/forums.
* Support the development, maintenance, and review of organisational procedures, policies and business processes.
* Oversee and manage the assessment and approval of high-risk intake activities.
* Identify possible areas for growth and opportunity and their implementation within the NDIS service environment.
* Ensure that Arafmi’s, values and model of service delivery are reflected in service provision.
* Contribute to Board reports and present at bi monthly Board meetings alongside CEO and COO.

Leadership and Culture

* Provide and display leadership to promote an effective, skilled and cohesive team with a culture of collaboration, participation and open communication.
* Provide operational advice, evaluation, operational and portfolio reports and recommendations to the CEO and COO.
* Display and promote Arafmi Values:
  + Respect: Listen to understand, not just reply
  + Service: Understanding that Arafmi represent the needs of a diverse group of stakeholders
  + Diligence: Well developed time management and organisation skills
  + Integrity: Capacity to work autonomously towards Arafmi’s goals
  + Compassion: Willingness to communicate effectively, compassionately, and collaboratively at all levels

**Key Requirements**

Qualifications

A degree is not essential for this role as Arafmi recognise that there are multiple barriers to people accessing formal education and that life and work experience can often offer as much value.

However, the role will require a high level of skills and knowledge similar to those gained through degree level study. It is expected that the incumbent will have strong analysis skills, report writing experience, strongly developed critical thinking, efficiency in working to tight timescales, and strong subject matter knowledge (or demonstrated capacity to learn quickly).

Knowledge and Experience

* Demonstrated and sustained knowledge of contemporary mental health issues, particularly around service provision in community mental health programs, understanding of the National Disability Insurance Scheme (NDIS) and other systemic issues that impact upon people with mental illness, their families and carers.
* Demonstrated experience in managing a fee for service budget, including budget projections, understanding of overhead costs and shared services
* Demonstrated ability to communicate effectively and collaboratively at all levels.
* Ability to build strong, respectful relationships that promote capacity and resilience through periods of complex challenges.

Capabilities

* Ability to build strong, respectful solution focused relationships within a wide spectrum of stakeholders
* Flexible approach towards working, with the ability to adapt to changing priorities and communicate this with internal stakeholders
* Ability to
* Excellent written and verbal communication including experience of high level report writing.

**Reporting and Accountability**

The General Manager NDIS reports, and is accountable, to the CEO for the satisfactory and efficient completion of the job requirements as stated.

I have read and understood the above position description for the role and agree to maintain a high standard of performance in all areas.

Employee name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: / /