

Portfolio Manager

Success Profile

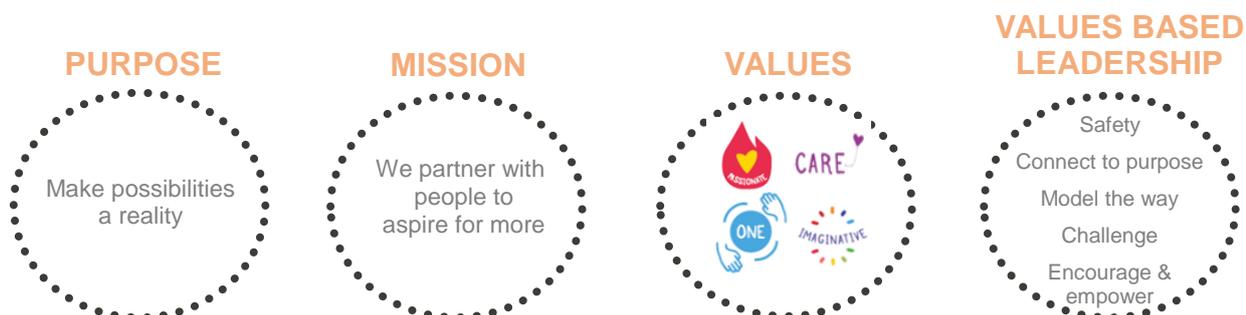
Your division	Service Delivery
Your team	Home
You report to	Operations Manager, Home

PURPOSE OF YOUR ROLE

Our Home services support people with disability who want to live independently by providing flexible options for living arrangements and tailoring supports to match the customer's and family/carer's needs in alignment with their NDIS plan and goals.

As the Portfolio Manager your purpose is to support Independent Living based on customers plans and needs for delivery of service of the Home portfolio (operating 24 hours per day, 7 days per week). The Portfolio Manager will ensure a person-centred team environment where employees can identify and solve problems, within delegation, to ensure the personalised planning process translates into action; whilst ensuring sustainable, profitable and a customer centric service delivery experience.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> Model safety leadership by instilling a positive safety culture and commitment to person centred service delivery. Drive integration and adherence to the Quality and Safeguarding Framework and other relevant legislation, policies and procedures. Gather safety trend information leading corrective action implementation in collaboration with subject matter experts. Monitor the environment ensuring it is free from preventable harm, promoting human rights and practice excellence. Lead the identification and reporting of potential hazards, and work-related incidents, injuries and/or illness. Model a commitment to Endeavour Foundations 'Recover @ Work' programs and actively support the return to work of team members consistent with the desired employee experience.
CUSTOMER CONNECTION	<ul style="list-style-type: none"> Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from abuse, neglect and exploitation, and the right of choice and control.



	<ul style="list-style-type: none"> • Ensure consistency of service delivery experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure. • Drive community engagement promoting Endeavour Foundation services as a positive brand ambassador. • Support direct reports in the resolution of escalations and concerns from families/carers/advocates for customers. • Monitor and analyse customer satisfaction levels through consultation and audits, in conjunction with Sales and Marketing. • Collaborate with peers and leaders across Service Delivery to deliver the best outcomes for our customers.
OUR PEOPLE	<ul style="list-style-type: none"> • Drive a performance-based culture focusing on engagement to achieve results. • Provide clear direction to staff aligning with organisational strategy, goals and values. • Manage end-to-end staff performance management activities, supported by Home Site supervisors, including performance reviews, KPI implementation and escalation of ongoing performance issues. • Collaborate with relevant supporting business units such as Customer Safeguarding and/or People Experience seeking direction and pursuing continual improvement. • Ensure appropriate governance in decision making aligning with organisational policies and procedures. • Foster a supportive and respectful community-centric environment across the portfolio of sites incorporating the interests of families, guardians and other key customer representatives. • Create a well-balanced team culture, embracing and respecting the need to deliver high-quality and commercially viable human services.
OPERATIONAL EXCELLENCE	<ul style="list-style-type: none"> • Maintain knowledge of Endeavour Foundation’s full suite of service offerings and implement strategies to identify and maximise opportunities to increase revenue and profitability. • Recruit, develop and retain a qualified workforce within the Portfolio to ensure teams are committed to person-centric supports, social inclusion, and establishing a professional relationship with individuals. • Ensure team members are fully trained and aware of individual customer requirements. • Build the portfolio as a centre of excellence in the provision of disability accommodation services. • Participate within and meet internal and external reporting requirements to ensure obligations are met. • Assist in the collection and reporting of information for the completion of legal instruments, in conjunction with the relevant department/s. • Encourage innovative and integrated approaches to improving the quality of service and streamlining work processes. • Steer site occupancy aligning with Customer to Support Worker hours. • Ensure sites within the portfolio maintain and protect the privacy and accuracy of records that include medical, workplace observations, absences, progress notes and behaviours. • Support cross-portfolio client management communication and processes with Portfolio Management peers within Work and Community to enhance customer experience and service levels.
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • Monitor financial performance of a portfolio of Home service sites through effective management of funding, billing and operating expenditure in line with budget and strategic aspirations. • Monitor annual operational plans and KPI requirements including growth, financial performance, customer satisfaction and retention. • Provide input and assist with budgets, in collaboration with reporting line manager. • Identify and highlight market growth opportunities. • Implement efficient and effective workforce planning across Home portfolio with the assistance from key stakeholders. • Lead and co-ordinate business activities to improve operational performance and outcomes.



- Support ongoing growth across the Home services portfolio and cross-functional customer growth opportunities across other portfolios.
- Ensure effective operational expenses are maintained to sustain positive margin outcomes across the portfolio.

WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> • Demonstrated knowledge and understanding of the National Standards Disability Services and Quality & Safeguarding Framework or the ability to develop. • Demonstrated understanding of disability services provision and NDIS or the ability to develop. • Ability to manage the operations and delivery of services aligned with organisational policies and procedures across a portfolio of sites. • Ability to oversee operations that deliver high-quality and safe customer outcomes in a commercially viable manner. • Ability to display consistent and sound judgement in decision making across complex operational issues. • Knowledge of quality assurance programs. • Desire to recognise, respect and uphold the privacy, dignity and confidentiality of individuals in all aspects of their lives and in accordance with legislation. • Ability to respond positively and adapt to a rapidly changing environment. • Ability to manage conflict whilst remaining calm and alert. • Commitment to ongoing skills and personal development. • Ability to travel to local sites across the portfolio. • Ability to lead and guide large teams, and key stakeholders, through significant change where there are competing priorities to achieve business objectives. • Proven ability to coordinate projects and delegate activities to meet outcomes within required timeframes.
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> • Certificate III in Disability and/or Certificate III in Individual Support is desirable. • Interpersonal and communication skills required to grow relationships with team members and stakeholders and deal with sensitive issues. • Financial management skills including general finance and budgeting, profit and loss, balance sheet and cash-flow management. • Proven operational performance management skills in alignment with divisional performance targets and KPIs. • Problem solving skills, to successfully identify problems, develop solutions and implement these using a logical and systematic approach. • Possession of a current driver's licence reliable motor vehicle and comprehensive insurance. • Proficiency in using current MS Office Suite (i.e. Word, Excel, PowerPoint, Outlook), Employee Self Service programs, and communication technologies.
EXPERIENCE	<ul style="list-style-type: none"> • Experience within the Disability Sector. • Experience within Home services support for disabled customers. • Experience managing complex multi-site operational portfolios within a related field. • Experience working in a fast paced, customer service industry, where the customer is at the heart of the business. • Experience in effectively mitigating and managing operational risk, ideally within a related industry. • Demonstrated experience in coaching individuals and delivering training, preferably those with disability and individuals that may present with behaviours of harm to achieve set outcomes and desired behaviours within the workplace. • Experience with managing multi-site after hours and on-call care across a similarly complex portfolio.

