



Position Description

Director, Community Services (DCS)

Reports to

- Chief Executive Officer (CEO)

Direct Reports:

- Manager, Community Services Team (Urban)
- Manager, Community Services Team (Remote)
- NDIS Manager
- Cultural Advisors

Award level:

Above Award

Special Provisions:

- Willingness to travel to remote communities (by light aircraft or 4WD).
- Ability to obtain and maintain NDIS Worker Screening clearance.
- Willingness to adhere to Government vaccination policies when mandated and provide proof of compliance.
- Ability to obtain and maintain an NT or QLD class C manual drivers' license.

Key Responsibilities:

As a key member of the MJDF's Executive Management team, the role provides leadership, strategic input, management, oversight and direction to the Community Services and NDIS activities of the MJD Foundation.

1. Governance

- Lead and provide input into MJDF's Strategic Plan: contribute to the development of new priorities and strategic direction;
- Development and implementation of policy and procedure in respect to area of responsibility;
- Provide written and verbal reporting against the MJDF Strategic Plan and other programs to the MJDF Board of Directors;
- Lead, develop and/or design programs in partnership with staff/clients/families/communities;
- Develop program performance objectives and measurements of outcomes;
- Ensure Clinical Governance compliance;
- Manage incident response in collaboration with the Chief Operating Officer.

2. Leadership

- Lead the MJDF Community Services and NDIS Program.
- Oversee the Community Services Team and ensure current and future workforce planning.
- Collaborate with and be guided by Cultural Advisors regarding 'Our Way' model of practice and the 'Proper Approach' to service delivery. Guide practical application of the models by the Community Services Team and develop initiatives.
- Understand MJDF organisational budgets, provide input into annual budget cycle, hold budget responsibility for Community Services Team.
- Ensure MJDF meets compliance obligations under the NDIS Quality and Safeguards Commission (including clinical: high intensity supports).
- Lead and facilitate collaboration, communication and engagement within the Community Services Team and the NDIS team.
- Facilitate inter program collaboration with the Clinical Services, Research and Shared Support teams across locations.

3. Community Services

- Oversee the delivery of client/family/community supports & services across the organisation.
- Track the performance of community services programs against the MJDF Strategic Plan;
- Establish and maintain effective partnerships and knowledge exchange with key stakeholders;
- Lead the design of Community Services Programs and monitor/measure/report on outcomes;
- Collaborate and ensure integration of workforce and activities across Research, Clinical Services (including Therapy, Ataxia Clinic and Genetic programs) and Education;
- Participate in appropriate capacity building and knowledge exchange/research translation activities;

4. NDIS

- Lead and guide the NDIS Team.
- Keep abreast of changes to NDIS administrative processes including planning, NDIS plans and plan budgets, client record obligations and documentation;
- Ensure the MJDF's NDIS processes are robust, efficient and well-integrated with the Community Services Team and Finance team.
- Oversee the triennial NDIS quality and safeguards audit.

5. Advocacy

In collaboration with the CEO:

- Participate in client advocacy;
- Raise community awareness of MJD;
- Advocate on behalf of affected individuals and families.
- Advocate on behalf of MJDF to government and other stakeholders in respect to industry or sector wide concerns or issues.

Selection Criteria:

1. Tertiary qualifications in a relevant discipline (Health, Disability, Community Services) with at least 7 years relevant experience, or an equivalent combination of relevant experience and/or education and training.
2. At least five (5) years' experience in a relevant leadership role, with demonstrated experience successfully managing a geographically dispersed team of 10 or more members.

3. Demonstrated practical experience in program co-design and delivery with Aboriginal communities, alongside Aboriginal community workers and within a remote delivery setting.
4. High level understanding of the NDIS and demonstrated experience working within the NDIS space including accommodation, coordination of supports, and community access packages.
5. Highly developed interpersonal skills and attributes with the ability to interact effectively in a highly responsive manner with Aboriginal and Torres Strait Islander people and people from a diverse range of cultures.
6. Highly developed oral and written communication skills, with demonstrated ability to consult, collaborate and negotiate effectively with stakeholders.
7. Excellent organisational skills with demonstrated ability to exercise initiative, set priorities and work under pressure to meet conflicting deadlines for a diverse range of activities across key areas of operations.
8. Negotiation skills with a demonstrated capacity to manage relationships in a complex organisational context with the ability to deal with sensitive issues with tact, diplomacy and consistency and maintain complete confidentiality.
9. Extensive experience in administrative procedures and systems including high level competency in Microsoft applications, financial management, corporate reporting and client management systems.
10. Ability to demonstrate a commitment to person and family centred practice and working within the MJD Foundation 'Our Way' approach.

Desirable:

1. Understanding of the mechanisms and processes of Spinocerebellar Ataxias.
2. Clinical experience in neurological and/or rehabilitation settings.
3. Working knowledge of NT/QLD Government and/or NGO services and facilities.