

Job and Person Specification

Role Title	Director Services	Classification	Non-SAES Executive
Reports to	Chief Executive	Direct Reports	4
Directorate	Services	Team	CE Group

About the LSA

The Lifetime Support Authority (LSA) delivers the Lifetime Support Scheme (LSS) which was established under the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* (SA).

Through the Scheme, the LSA plans and funds treatment, care and support services for people who sustain serious injuries in motor vehicle accidents in South Australia, regardless of fault. Serious injuries including brain and spinal cord injuries, amputations, burns and blindness can require a lifetime of support to help people engage in rehabilitation and maximise their independence in the community.

Our Vision	Making a difference in the lives of participants, who are at the centre of what we do.
Our Purpose	We plan and fund person-centred treatment, care and support services to make a positive difference to participants' recovery and independence.

The LSA actively promotes flexible working arrangements and values diversity in the workplace.

Role Purpose

The Director, Services is responsible for the provision of leadership and management of the Services Directorate to ensure that the LSA applies sound case management disciplines and practices relevant to assessing, planning, and funding quality, coordinated, efficient and evidence-based services to the participants of the Lifetime Support Scheme. The role includes responsibility for driving systems, practices, policy, culture and processes that are person-centred, and focused on the assessment and funding of treatment, care and support strategies that are shown to deliver participant outcomes. It also includes management of safety and risk frameworks, policies and reforms that underpin quality and safety of service provision to LSS participants and for contracted providers.

The role is also responsible for providing leadership, coaching and support to managers and senior staff across the Services directorate to support their management activity of a large team.

Key Deliverables

Participant Services Strategy

- Lead, deliver and manage the LSA's participant services strategy, covering the assessment, design, implementation, management and continuous improvement of programs, policies and initiatives relating to the high quality, participant centred service delivery, treatment, care and support.
- Contribute strategic leadership as part of the LSA executive group, to support the effective administration of the Lifetime Support Scheme.
- Provide strategic and expert advice and support to the LSA's Chief Executive and executive group on participant service delivery, quality and safety matters and the resolution of emerging and challenging issues on any matter related to the Director's remit that affect the LSA's operations.
- Proactively foster a case management practice and culture of person centredness, which facilitates assisted decision making, dignity of risk and supports participants to exercise choice.
- Maintain professional relationships with external stakeholders to drive a strong understanding of aims and outcomes of the LSA's strategic and operational priorities.
- Monitor, evaluate and report on the LSA's strategy in relation to participant services, including directly to the LSA Board and committees.
- Oversee the implementation and ongoing effectiveness of the Quality & Safeguarding Framework to minimise risk to participants, support best practice service delivery and ensure effective incident management.
- Oversee the implementation and ongoing effectiveness of the LSA's provider management system
- Oversee the implementation and ongoing effectiveness of the LSA's systems that support provider Work Health and Safety in compliance with relevant legislation and policy frameworks
- Oversee the implementation and ongoing effectiveness of the LSA's case management standards, policies and practices.
- Oversee application and review of LSS rules and acceptance of participants into the LSS, to ensure provision of expert of advice and appropriate decision making.
- Manage directorate responsibility for enterprise and operational risks in line with the Board's Risk Appetite Statement and risk registers, including driving risk culture to ensure effective plans, policies and controls are in place.
- Drive delivery in the Services Directorate of project outcomes, strategic initiatives and organisational priorities.
- Identify, recommend and implement continuous improvement initiatives that deliver efficiencies and improve the overall quality of advice and service delivery across the LSA.
- As part of the Executive team, establish processes to build and sustain a high performing culture, which is aligned to and supportive of the strategic direction and values of the LSA.

Executive Leadership

- Support the Chief Executive to dynamically manage the strategies and operations of the LSA, according to best practice management principles and legislative requirements, ensuring the delivery of a sustainable and effective Scheme.
- Drive a collaborative, highly engaged culture by proactively identifying and responding to future organisational needs, demonstrating accountability and commitment to ongoing learning and innovation.
- Lead the development, implementation and review of organisational strategic and business plans, budget processes and operational expense management.
- Provide leadership, supervision and direction to leaders and specialist roles in the Services Directorate. This includes managing the allocation and quality of work and ensuring it is aligned to the direction and priorities for the team and LSA overall.
- Maintain a positive attitude, adapt to new situations quickly, role model adaptive behaviours and actively contribute to driving a positive, collaborative culture.
- Actively manage team contributions to projects to ensure delivery on time and to quality standards.
- Manage the Performance Review process for all direct and indirect reports as required.

Key Relationships

- LSA employees, leaders and Board members.
- LSS Participants.
- Other SA Public Sector Agencies and Authorities, including Department of Treasury & Finance, SA Health, Department of Human Services, Department for Infrastructure and Transport, ReturnToWorkSA etc.
- External stakeholders as required, including service providers, interstate motor vehicle accident insurance schemes, etc.

Special Conditions

- Appointment is subject to a satisfactory Nationally Coordinated Criminal History Check (NCCHC) that is no more than six months old, and a Department of Human Services (DHS) Working with Children Check (WWCC) which is required to be renewed before expiry.
- Some out of hours work may be required.
- Some intrastate/interstate travel may be required.
- The incumbent must work in accordance with the Code of Ethics for the South Australian Public Sector, the LSA Participant Service Standards, and all relevant policies, procedures and legislative requirements.

Key Selection Criteria

Qualifications

- Tertiary qualification in business management, public sector administration or law, or qualification which entitles registration as an allied health professional, such as physiotherapist, occupational therapist, psychologist, social work etc, or a tertiary qualification in a related health and/or disability field.

Skills, Knowledge and Experience

- Significant experience developing, implementing, managing and evaluating frameworks and projects related to service delivery and participant outcomes – with successful, high standard outcomes.
- Significant experience in supporting leaders and staff to adapt and thrive in an environment of high performance, continuous improvement and ongoing change.
- Extensive experience in identifying trends in service delivery and philosophies of health and disability care to guide strategy development and innovative resolution of complex issues.
- Strong understanding the needs of individuals with a disability and/or culturally and linguistically diverse backgrounds, including proven ability to build rapport and communicate effectively.
- Expert knowledge of best practice in assessment and treatment methods in rehabilitation and independent living.
- Proven experience exercising initiative and judgment, scheduling complex tasks and balancing competing priorities to achieve defined outcomes, within tight deadlines.
- Experience in the application and continuous improvement of a person-centred framework.
- Demonstrated high degree of initiative and innovative approaches in developing proposals and recommendations, relating to strategically and operationally important matters in a dynamic environment.
- Expertise in contemporary principles, methodologies, trends and issues relating to a broad range of service delivery and participant outcomes.
- Demonstrated sound ability to assess and advise on complex and diverse matters, influence outcomes, and make sound decisions.
- Excellent interpersonal, consultation, engagement and negotiation skills that drive excellent customer service and foster trust, confidence and co-operation with others.
- Experience in the preparation of executive/board reporting.
- Exercise a high degree of professionalism including the ability to deal with sensitive issues with tact and diplomacy and maintain a high level of confidentiality at all times.
- Ability to proactively contribute in a team environment, providing support to meet deliverables, challenging team members in a constructive way and adding value in a collaborative environment.
- Demonstrated high level of attention to detail and organisational and time management skills to manage multiple competing priorities under broad direction, within tight deadlines.

Desirable Requirements**Qualifications**

- Full registration, if the profession is registrable, with the relevant Australian Health Practitioner Regulation Agency (AHPRA).

Experience, Skills & Knowledge

- Understanding of change management processes and experience leading and managing change.
- Establishing and leading high-level business and strategic planning functions and reporting to support high level business performance and Executive decision making.
- Extensive experience in working with adults and/or children with serious injuries and expert knowledge of brain and spinal cord injuries.
- Demonstrated ability to promote the introduction of business reform and change.
- Demonstrated appreciation of the legislation, functions and objectives of the scheme.
- Demonstrated skills and experience with accreditation systems, and National disability and/or health quality and safety standards.
- Understanding the needs of individuals with a disability and/or culturally and linguistically diverse backgrounds.
- Demonstrated understanding of public administration, Government, Legislative and/or Parliamentary processes.
- Knowledge of the *Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013* and related Rules.