Role Description

Role title:	Classification:
Area Manager	ASO7
Division/Business unit:	**Reports to:**
Disability and Specialised Services, Disability and Community Services	Assistant Director

Role purpose:

The Area Manager is a role within Disability and Specialised Services and is accountable to the Assistant Director for:

- Leading the planning and provision of Supported Independent Living (SIL) services in a geographical area, ensuring timeliness, quality, efficiency and alignment with NDIS Practice Standards, and other relevant practice and industry standards.
- Managing and monitoring business systems, strategies, resources and programs that support the delivery of high-quality, cost-effective services to meet organisational standards and targets.
- Leading, managing and supporting the area team to achieve operational goals and objectives, providing direction and advice to strengthen practice quality, support complex participant's needs, and ensure safety, evidence-based service delivery across the area.
- Building and maintain strong internal and external relationships, fostering collaboration across teams and stakeholders to enhance participants experiences and outcomes for people living with disability, their families and carers and community

Key outcomes and accountabilities:

1. Provide leadership, direction, and advice to the area team to facilitate a consistent and effective approach to service provision that supports compliance and the delivery of all services and projects in accordance with Disability and Community Services' participant centric delivery model, organisational objectives, and the organisations strategic plan.
2. Implement, maintain and review an effective management and accountability framework at the area level that supports best practice, service innovation and optimisation. This includes the delivery, implementation, review, and continuous improvement of quality management, safeguarding, risk management, and audit systems, and contributing to strategic management decisions and service development.
3. Drive quality, compliance and improvements in participant experience at the area level by monitoring service data and feedback, providing oversight of incident and complaint management, coordinating the audit program across the area, conducting spot checks, implementing improvement actions, and managing and addressing high risk or sensitive matters.
4. Build, maintain and lead strong stakeholder relationships by engaging effectively with participants, guardians, families, community partners and other agencies, ensuring service delivery is responsive, respectful and person centred, and promoting opportunities for disability agencies (government and non-government) to work in partnership.

Key outcomes and accountabilities:

5. Manage area budgets within approved delegations by allocating financial and staffing resources in accordance with participant and operational requirements, monitoring and reporting operational and financial performance, identifying emerging issues, trends and risks, and initiating corrective action where required.
6. Plan and manage workforce strategies, priorities, work standards and the allocation of work resources for the area, in collaboration with business partners including workforce planning, recruitment, onboarding, rostering, performance management, workplace culture, employee and industrial relations, employee engagement, staff development, workforce health and safety, return to work and staff compliance requirements.
7. Lead WHS and safeguarding practices across the area by identifying and addressing risks, ensuring timely incident investigations and corrective actions and ensuring staff complete required WHS training to support safe and compliant service delivery.

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

- Prior to being employed, the successful applicant will be required to obtain a National Police Check if new to the Department and a satisfactory Employment-related Screening Check where this is required for the role.
- Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.
- Some intrastate and interstate travel may be required.
- Some out of hours work may be required.
- Participate in a rotating on-call roster that meets the needs of the service.

Key Relationships/Interactions:

- Assistant Director – Disability Community Services
- Team Leaders (direct reports) and their teams within the designated region
- Participants and their families/guardians and carers
- Manager Quality
- Manager Client Engagement
- Allied Health Professionals and other health and community service providers
- Other government departments involved in disability, health and community
- Consumer and community groups
- Union organisations (as required)

Budget/Delegations:

Human Resources Delegation - Level 4

Financial Authorisation - Level 5

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Treat all individuals with fairness and respect, regardless of their race, culture, language, gender (including gender diversity), religion, sexuality, ability, or age.
- Promote and maintain inclusive workplaces that embrace diversity and actively support difference.
- Demonstrate zero tolerance for discrimination, harassment, or disrespectful behaviour towards or by clients, colleagues, contractors, or stakeholders.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. **NDIS Knowledge –** Demonstrate an understanding of the NDIS, including its principles, funding structure, and compliance requirements, and ability to apply this knowledge to ensure high-quality service delivery, effective participant support, and adherence to regulatory obligations.
2. **Management Experience** – demonstrated ability to utilise influence-based leadership to proactively guide service delivery, manage resources effectively, and lead cultural and organisational change in alignment with business priorities and service objectives.
3. **Leadership** – demonstrated capability to provide leadership, direction and supervision, fostering high standards of practice, capability development, and consistent, person-centred service delivery.
4. **Relationships, Partnerships and Networks** – proven capability to develop and maintain productive working relationships and networks across government, agencies, community groups, participants, families and carers to support integrated service delivery and improved participant outcomes.
5. **Budgeting and Financial Management** - Manage current budget and financial resources by monitoring expenditure, analysing financial performance, developing cost effective solutions and providing financial reports.
6. **Accountability and Decision Making** – proven ability to take responsibility for actions and decisions, demonstrating sound judgement, transparency and the ability to clearly articulate and justify decisions made within area of responsibility, evaluating all available information and taking action in line with organisational policy and values and service standards.
7. **Change Management –** Demonstrated knowledge and/or experience involving leading and facilitating organisational transitions, including supporting teams through change processes by ensuring smooth implementation of changes, managing employee concerns and resistance, and fostering a culture of adaptability and continuous improvement.

Qualifications:

Essential: Nil

Desirable: An appropriate degree or equivalent qualification in Disability & Developmental Education, Occupational Therapy, Psychology, Social Work, Speech Pathology.

A tertiary qualification in Leadership and Management.

Key leadership competencies and expected behaviours at this classification:
Promotes strategic thinking and change ☒ Creates a shared vision and mission for the BU. ☒ Inspires and influences others to assume ownership BU goals. ☒ Leads teams in aligning their priorities within a broader organisational and political context. ☒ Champions sustainability and long-term improvement. Communicates effectively and leads others in times of change. ☒ Identifies and analyses difficult and complex problems that have organisation-wide impact.
Achieves objectives ☒ Delivers results and improvements to meet BU objectives by translating ideas into concrete plans. ☒ Anticipates future organisational needs, risks and uncertainties, and aligns systems and resources to meet these needs. ☒ Makes well-informed and timely decisions that affect the BU, even when information is incomplete and ambiguous. ☒ Interprets and abides by the laws, regulations and policies determining BU activities. ☒ Takes accountability for team/BU success and manages others to achieve outcomes. ☒ Monitors the performance of the team/BU, considers feedback information and seeks continuous improvement. ☒ Integrates technical expertise into the BU to achieve its objectives.
Leads business excellence ☒ Sets clear standards, manages risks, setbacks, and implements continuous improvement initiatives. ☒ Sets challenging but achievable goals/targets with relevant metrics based on market trends, developments and legislative changes to ensure business needs are continually met. ☒ Provides clear and timely recognition, promptly addresses under performance and lifts performance through coaching. ☒ Inspires innovation and ongoing learning, and plans strategically to meet BU goals. ☒ Drives outstanding customer service by enabling team members to anticipate client needs. ☒ Empowers others to use resources effectively.
Builds genuine partnerships ☒ Considers the impact of decisions and priorities on other business areas, adapting approach to meet organisational goals. ☒ Approaches negotiations with an understanding of key issues and is able to clearly communicate reasoning and justification to facilitate mutually beneficial solutions. ☒ Facilitates constructive discussions to mediate conflict and disagreements. Encourages diversity of thinking and differences of opinion. ☒ Identifies and develops key strategic relationships and networks to achieve goals, increase departmental knowledge and create communication channels. ☒ Proactively develops effective strategic relationships, networks and partnerships with internal and external stakeholders. ☒ Models inclusive behaviour and tailors communication style to meet the audience's needs.

Models personal drive and professionalism

☒ Maintains the highest level of integrity to embed ethical practice and organisation's values into the culture.

☒ Raises and challenges important issues constructively, and backs own judgement and actions confidently when challenged.

☒ Demonstrates resilience in responding to changing directions. Modifies approach, processes and procedures to fit situational changes within the BU.

☒ Demonstrates a high level of self-awareness and acts as a role model by openly communicating strengths and development needs.

☒ Champions a workplace that values respect, diversity and individual differences to build a culture of inclusivity.

☒ Establishes expectations and models best practice wellbeing and safety behaviours.

Approval:		
Assessed by: Andrew Beckmann, HR Change Partner		Date: 25 March 2026
Approved by: Nicole Keller. Director, Disability and Community Services		Date: 25 March 2026