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| Position: | Outcomes Manager | | | |
| Hours: | 80 hours per fortnight | | | |
| Reporting to: | General Manager | | | |
| Team: | Service Leadership Team | | | |
| Location: | Head Office | | | |
| Staff Responsibility: | Number of Direct Reports | 1 | Number of indirect reports | 0 |
| Effective Date: | To be confirmed | | | |

Our Purpose

SILC is a Charitable Trust that Supports Disabled People to live “Full, Meaningful and Inclusive Lives”

Position Purpose

To support the organizations ability to deliver the life outcomes that people want and aspire to.

Key Accountabilities

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| Develop our staff in the delivery of outcomes to the people we support. | <ul style="list-style-type: none"> • Lead and manage an industry training programme with an eye to best practice • Manage direct reports in a way that promotes the delivery on organisational values and industry best practice. • Work in collaboration with the training coordinator to develop new training initiatives and strengthen SILC’s in - house induction and coaching programmes. • Coach and support line managers in the continual development of their practice and leadership. • Focus on the implementation of programmes that strengthen Social Role Valorisation across the organisation. |
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Position Description

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| | <ul style="list-style-type: none"> • Source and facilitate external training opportunities for SILC staff including an eye to international opportunities that moves SILC in the direction of individualised and life affirming support to those we serve. • Maintain over view of industry best practice in training to the workforce and adapt internal programmes in response. • Manage training compliance with contract requirements. |
| Develop and deliver programmes to people we support to promote autonomy | <ul style="list-style-type: none"> • Focus on the implementation of programmes to promote leadership development of people we support and their families/whanau • Develop and deliver programmes to people we support aimed at increasing personal skills and capabilities. • Develop and deliver a programme for people that ensures their understanding, to the best of peoples capacity, of their rights as citizens and as disabled people |
| Support the organisations commitment to consulting with the people we serve and increasing their opportunities and capacity to lead at an organisational level. | <ul style="list-style-type: none"> • Develop and lead a programme that ensures people have a voice at all levels of the organisation. • Communicate the messages from people to all levels in a way the ensures it can be integrated into practice at every level. |
| Develop and maintain integrity in the outcome planning process | <ul style="list-style-type: none"> • Support Community Practice Managers to work with people to identify goals and aspirations that are real and meaningful to them, and which support them to move forward in life. • Track and audit the quality of goals set and action towards. |
| Learning and Development | <ul style="list-style-type: none"> • Participate in supervision with General Manager. • Take personal responsibility to own professional and personal development. |

Ideal Person Specification

Knowledge, experience, skills and attributes

| Required | Desirable |
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| <ul style="list-style-type: none"> • 5 years + demonstrated experience in partnering with disabled people • Significant experience in applying Enabling Good Lives principles in the practice of supporting disabled people | |

Position Description

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| <ul style="list-style-type: none"> • Significant experience in advocating for disadvantaged people both within and outside of the service system. • Advanced understanding of Social Role Valorisation • Advanced understanding of the UN Convention on the rights of Persons with Disabilities • Ability to communicate a range of information and ideas effectively, both in writing and verbally, to different audiences • Ability to relate to people from diverse backgrounds in a way that recognised, respects and values individual and diversity • Aptitude to share information, persuade others • Ability to motivate others to work together and lead in a way that empowers others • Process orientated and systematic with excellent planning and organisational skills • Competent in use of Microsoft Office 365 suite of applications | |
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Core Competencies

| Competency | Description |
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| Leading through vision and values | Keeps the organizations strategic intent at the forefront of decision making and action, communicates the importance of the organizations focus and direction and moves others to follow. |
| Accuracy and Attention to Detail | Possess the ability to work quickly while maintaining accuracy. They understand how the work they are doing fits within the broader picture and can identify errors or conflicts as they occur. |
| Innovation | Apply an original thinking in approach to their work responsibilities and to the advice; they give on improvements to processes, methods, systems, or approaches. |

Position Description

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| Problem Solving & analytical Skills | Able to problem solve, work through issues and propose improvements in outcomes and efficiency |
| Communication skills | Can communicate a range of information and ideas effectively, both in writing and orally, to different audiences using language and style that is appropriate to the particular audience and context. Able to communicate with a range of people from diverse backgrounds and skilled at relationship building |
| Planning, organising & self-management | Ability to establish courses of action for themselves that will ensure specific tasks or goals are achieved to a high quality, using appropriate resources, in a timely manner, especially when working under pressure. |
| Teamwork | Recognise the value of teamwork and establishing and maintaining effective relationships to achieve goals. Possesses the ability to participate and contribute effectively to the achievement of the organization's strategic objectives and a constructive, positive and collaborative work environment. |
| Professionalism and organization commitment | Aligns their behaviors with the values, priorities and goals of the organization and encourage others to do the same. Demonstrate the highest standards of personal and professional behavior while doing their work and engaging with stakeholders |

Name:

Signed:

Date:
