



mpower inc.
since 1975

MANAGER DISABILITY AND ACCOMMODATION SERVICES Warrnambool

Career Package

Proud Recruitment Partner:

LEAD  **LOGY**    www.leadology.com.au

About Us

Mpower is a well-established, successful, accredited not-for-profit community-based organisation servicing South West Victoria. Established in 1975, the operation of Mpower has grown from a small voluntary service to an accredited agency employing well over 100 staff, and providing a range of clinical and support services to over 1200 families regionally.

Vast growth over the last five years, including the introduction of the National Disability Insurance Scheme (NDIS) and expansion of the community sector services has allowed us to strengthen and broaden our responsive and complimentary services in our local community.

Our Vision

A community inspired and empowered by people of all ages and abilities.

Our vision articulates the world we want to live in. At Mpower, our vision is a world where people actively participate, grow and strengthen in their communities. Key here is that all people have opportunities to contribute, regardless of individual demographics or life experiences.

Our Values



Respect

Value the diversity and contribution of all individuals.



Continuous Learning

Encourage personal growth and innovative thinking.



Quality

Embrace professionalism, excellence and integrity in everything we do.



Empowerment

Provide person and family directed services which recognise & develop individuals' strengths.

The Mpower Management Team have deepened their commitment to custodianship of these values with the development of a *Management Team Charter*. This Charter helps to guide the Management Team with shared commitments and accountabilities that lift these Values off the page.

Our service region

Mpower acknowledges Aboriginal and Torres Strait Islander people as the Traditional Custodians of Country and Water throughout Australia and their continuing connection to the community.

Mpower's service region covers the South West coastline from Warrnambool to Portland, inland to Hamilton, including all regional and rural communities within this geography. The head office is based in coastal Warrnambool at the tip of the internationally renowned Great Ocean Road, and we also have offices in Hamilton and Portland. This role is substantively based from the Warrnambool Head Office.

Our region provides housing affordability, access to leading schools, and a great blend of national attractions with the world-renowned Halls Gap, Budj Bim Cultural Landscape, and Great Ocean Road in our 'daytrip zone'.



'Our vision is 'a community inspired and empowered by people of all ages and abilities'. All the services we provide and the work we do is aimed at achieving this vision.'

The Role

Manager Disability and Accommodation Services

Reports To:	Chief Executive Officer
Work Location:	Warrnambool
Employment Status:	Full-time, ongoing (part-time by negotiation)
Direct Reports:	Disability and Accommodation Services Teams
Leadership Level:	Senior Manager Level
Classification:	Social, Community, Home Care and Disability Services Award - Community Services Employee Level 7 or Level 8
Remuneration:	Above award salary with PBI salary packaging arrangements
Risk Assessed Category:	Tier 2: Frequent Contact

Position Purpose

The *Manager Disability and Accommodation Services* is a senior management role within Mpower that has oversight and management of the Disability and Accommodation Services portfolio. This is a significant remit portfolio that delivers a range of supports and services to meet the needs of vulnerable children and young people and people with a disability.

This role leads the Disability and Accommodation Services Team who currently provide:

- residential care;
- home and living supports;
- assistance with daily living supports;
- skills development and community participation supports to people with a disability; and
- case practitioner supports to enable the transition of children and young people from residential care to more appropriate care.

Primary Objectives

- Plan and oversee implementation and management of the delivery of high-quality services within the Department
- Lead a coordinated and engaged workforce to meet the goals of the Department
- Facilitate and/or contribute to impactful networks, partnerships or alliances to achieve agreed outcomes
- As a senior manager and leader, proactively contribute towards ensuring Mpower is an adapting, growing and thriving organisation.

Key Responsibilities

1. Strategic and Operational Management of High Quality Services

- Lead delivery of Disability and Accommodation Services across South West Victoria, ensuring evidence-based, high-quality, compliant practice aligned with accreditation, legislation, and organisational standards.
- Oversee and continuously improve service quality, including incident management, data analysis, risk mitigation, and implementation of best-practice workflows, procedures, and systems.
- Project manage key initiatives involving cross-organisational teams and external stakeholders, ensuring delivery of agreed outputs, outcomes, and service development priorities.
- Drive organisational improvement, contributing to policy and procedure development, quality management systems, audits, and continuous learning through committees and working groups.
- Analyse and strengthen service delivery, using participant feedback, co-design, industry insights, and operational data to identify opportunities, adapt services, and develop business cases for growth.

2. Leadership and Management of Engaged, Effective Teams

- Lead, motivate and develop the Department workforce, ensuring high performance, capability growth, wellbeing, and alignment with Mpower's People & Culture policies, procedures, and values.
- Plan and manage workforce capability and capacity, including recruitment, retention, succession planning, and building a sustainable staffing model that meets service needs.
- Strengthen team culture and wellbeing, promoting collaboration, psychological safety, professional development, and consistent supervision and performance appraisal practices.
- Coach, mentor and build the capability of Coordinators, supporting them to effectively manage their teams, uphold performance standards, and implement continuous improvement.
- Manage performance and conduct issues in a fair, safe, and compliant manner, aligned with Mpower policy, the Fair Work Act, and best-practice HR principles.

3. Impactful Partnerships

- Build and maintain effective relationships with funding bodies and strategic partners to strengthen service delivery, enhance organisational capability, and support Mpower's strategic plan, vision and purpose.
- Identify, pursue and nurture collaborative opportunities

4. Organisational Leadership

- Build strong, collegiate relationships across Mpower's leadership, actively contributing to organisational decision-making, strategic planning, communication flow and a positive, values-led workplace culture.
- Role model Mpower's values and leadership behaviours, ensuring consistent implementation of policies, legislative requirements, quality standards and effective internal communication across all levels.

- Lead organisational promotion and service visibility, collaborating with the Engagement and Marketing Team to identify opportunities, develop campaigns and implement initiatives that strengthen Mpower's reputation and service reach.
- Contribute to sound financial and business management, including budgeting, monitoring expenditure, supporting NDIS billing effectiveness, and overseeing accurate and timely invoicing.

The Person

We're looking for someone who brings strong sector expertise, confident leadership, and a commitment to delivering high-quality disability and community services. You'll thrive in a dynamic environment, enjoy working with diverse teams, and take pride in supporting services that make a meaningful difference in people's lives.

You'll be an experienced manager who leads with clarity, empathy, and accountability. You'll balance strategic thinking with hands-on operational oversight, use data to inform decisions, and stay responsive to the changing needs of the community. You'll bring a steady, values-driven approach to change, guiding teams through uncertainty with confidence and care whilst expertly mitigating risks.

Required Experience & Attributes – *Key Selection Criteria*

- **Industry Experience:** Proven management experience in program or service delivery environments, ideally within the community services / NFP sectors. Experience in NDIS or DFFH-funded services is highly regarded.
- **Technical Skills:** Demonstrated ability to manage operational performance, optimise resources, analyse data, manage risk, prepare business cases, and adapt service models to meet evolving community needs.
- **Leadership Skills:** Proven experience leading accountable, engaged teams; strong capability in guiding change; and excellent communication skills that build trust, clarity, and collaboration across stakeholders.
- **Personal Attributes:**
 - Values-driven, ethical, and reliable
 - Strong written and verbal communication skills
 - Strategic thinker with practical problem-solving ability
 - Adaptable, proactive, and committed to continuous improvement
- **Qualifications and Compliance Requirements**
 - Tertiary qualification in Community Services, Disability Services or a related discipline (or commensurate experience)
 - Valid Driver's Licence
 - NDIS Worker Screening Clearance Check
 - Police Check
 - Working with Children's Check
 - Any other mandatory compliance requirements imposed by legislation and/or policy

Flexibility and Relocation

We know that taking on a new role is a big step. This position is full-time, but we're happy to explore flexible arrangements if that helps the right person succeed.

If relocation is part of your journey, we'll provide support to make the move as seamless as possible including helping your induction into our community – schools, sports and the things that are most important to you.

Further Information

Confidential enquiries are welcomed direct to Mpower's CEO Janette Lowe at jlowe@mpower.org.au or mobile 0408 553 095, or to our Recruitment Partner, Catriona Hardiman of Leadology via catriona@leadology.com.au

Further information about Mpower can be found at www.mpower.org.au

To Apply

If this sounds like you, we'd love to hear from you. Please submit your application including a cover letter addressing the Key Selection Criteria and resume to our recruitment partner Leadology via catriona@leadology.com.au

Applications will be reviewed as they are received, so we encourage you to apply early to ensure full consideration. This role will remain open until the right candidate is appointed.

mpower inc.
since 1975

LEAD  **LOGY**