

POSITION DESCRIPTION

This position description is a guide to the general range of duties assigned to the position holder. It is not intended to be definitive or restrictive and is subject to periodic review.

Position Title	Assistant Manager
Employment Type	Permanent, Full-time
Program	Across all Operational Divisions and Corporate
Work Location	Dowsing Point Corporate Office, Launceston, North West
Reporting to	Operations Manager
Grade/Classification	Level 5, HACSU – NEXUS INC. ENTERPRISE AGREEMENT 2016
Position Description updated	7 August 2025

Position Objective

This position will work across all sections of Nexus Inc., including operational and corporate areas, to support management in the organisation, the Assistant Manager will support and provide input to the operational functions in the context of the National Disability Insurance Scheme's (NDIS) Quality and Safety Framework. In addition you may undertake specialist duties in a relevant discipline within the organisation.

About Nexus

We are an NDIS registered, not for profit organisation based in Southern Tasmania. We employ over 400 staff who provide support and development opportunities to people requiring physical, social, and psychological supports. We provide support in clients' own homes, in the community, and in supported living accommodation.

Nexus is also a registered charity and employees are able to utilise a generous salary sacrifice program.

OUR VISION A community where everyone is safe, valued and respected.

OUR MISSION Supporting you to live the life you choose.

OUR VALUES

DEDICATION	SOLUTIONS – FOCUS	EFFECTIVENESS	TEAMWORK
<ul style="list-style-type: none"> We earn the respect of our clients by being respectful and dedicated in our work We take our role in supporting people seriously We provide reliable and dependable service 	<ul style="list-style-type: none"> We work collaboratively with clients supporting them to achieve their goals We are compassionate, innovative, honest and determined We are adaptable when working to meet clients' needs 	<ul style="list-style-type: none"> Our service makes a positive difference to the lives of clients and our community Our practice is of the highest quality Our practice is evidence based 	<ul style="list-style-type: none"> We have honest and genuine relationships with clients and the people important to them We have honest and genuine relationships with our co-workers and other stakeholders We recognise diversity and appreciate that we all have something to offer the team We work to grow and strengthen the capabilities

			of our team
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Required Skills and Personal Attributes (Selection Criteria)

- Demonstrated empathy and understanding of issues relating to people with disabilities who have high support needs.
- Knowledge of organisational programs, policies and activities; sound discipline knowledge gained through experience; and knowledge of the role of the organisation, its structure and services.
- Demonstrated knowledge of the principles of community integration and a positive approach to the rights of people with disabilities
- Highly developed interpersonal and communication skills.
- The ability to manage and exercise a degree of autonomy; control projects and/or programs; set outcomes for lower classified staff; and establish priorities and monitor work flow in areas of responsibility to train, supervise and motivate staff within a team approach.
- Demonstrated ability in managing emergency situations and stress.
- The ability to identify solutions to problems in documented techniques, precedents and guidelines or instructions and call on assistance when required.
- Ability to develop, organise and monitor programs to assess clients' skills and abilities for client development.
- Knowledge of related services and support networks.
- Administrative experience and skills.

Qualifications / Experience

- A relevant degree with experience or an associate diploma with substantial experience.
- Less formal qualifications with specialised skills sufficient to perform at this level.

Key Responsibilities

The role of the Assistant Manager has typical duties that are expected of the position comprising of:

- Undertake responsibility for a moderately complex project, including planning, co-ordination, implementation, and administration.
- Assist with the preparation of or prepare organisation or program budgets in liaison with management.
- Provide expert advice to employees classified at lower levels and/or volunteers.
- Undertake analysis/design for the development and maintenance of projects and/or undertake programming in specialist areas.
- Set priorities and monitor workflows in your area of responsibility which may include establishing work programs in specific programs.

- Contribute to the continuous development of culture and positive work practices in a rapidly growing disability service.
- Undertake the development, plan and supervise the implementation of educational and/or developmental programs for clients.
- Supporting and implementing policies and procedures of Nexus.
- Supervise, instruct and support staff, including carrying out any staff rostering and other administrative tasks.
- In consultation with appropriate professionals, implement, modify and review programs (such as behaviour modification strategies) for clients.
- Maintain a safe and clean environment for clients and staff.
- Liaison with relevant authorities and agencies.
- Be accountable for correct expenditure and maintenance of records for your area of responsibility.
- Maintain client / program records and files.

Special Requirements

As you will be working with people with disability, you will also need to meet the following requirements:

- Working with Vulnerable People Card with NDIS endorsement.
- National Police Check (within 6 months).
- Current unrestricted Tasmanian drivers' licence
- Up-to-date Covid-19 Vaccination Statement (in-line with government requirements).

POSITION DESCRIPTION APPROVED

General Manager People & Practice signature _____ Date _____

Employee signature _____ Date _____