

Job and Person Specification

Role Title	Senior Manager Lifetime Support	Classification	SM/SS1
Reports to	Director Services	Direct Reports	4
Directorate	Services	Team	Lifetime Support

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 LSS, the LSA plans and funds necessary and reasonable treatment, care and support for people who sustain serious injuries in a motor vehicle accident on South Australian roads, regardless of fault. The services are focused on being person-centred, financially sustainable, innovative and efficient.

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 Senior Manager, Lifetime Support is responsible for guiding Service Planning and overseeing the assessment, planning and funding of evidence-based, person-centred treatment, care and support in line with Lifetime Support Scheme (LSS) Rules. The role provides leadership, including governance, workload and skill mix management, and prioritisation of complex participant matters, while supporting managers and the broader organisation. As a senior leader, the position leads functions that strengthen the LSA's service delivery model, enhance participant outcomes, and contribute to the sustainability of the Lifetime Support Scheme.

Key Deliverables

- Lead implementation and contribute to continuous improvement of the LSA Service Delivery Model across service planning and participant support functions.
- Operationalise strategic direction, policies and operational standards aligned with the LSS Rules, while providing expert advice to the Executive.
- Oversee delivery of high-quality, evidence-based, culturally inclusive services that support participants to achieve their goals.
- Ensure consistent application of LSS Rules and best practice service planning across the participant journey.
- Guide governance, risk management, safeguarding, and continuous quality improvement, including development of policies, procedures and tools.

- Drive service improvement, innovation and project delivery, identifying risks and opportunities to support scheme sustainability.
- Provide high quality workforce leadership, performance development, and strategic workforce planning to build employee capability and support service delivery.
- Manage budgets, resources and stakeholder relationships, including representing the LSA externally and contributing to Board and Ministerial reporting.

Key Relationships

- LSA employees, leaders and Board members.
- LSS participants and families
- Other SA Public Sector Agencies, including DTF, OCPSE, and SA Health.
- External stakeholders and service providers.

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, including to health and community facilities, and participants' homes.
- The incumbent must hold a current Australian driver's licence.
- 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.
- The incumbent may be assigned to other positions at the same remuneration level across the LSA.

Key Selection Criteria

Qualifications

- Appropriate degree, or equivalent qualification, in personal injury management, health service management, claims management, allied health, health administration, vocational counselling, nursing, etc.

Note: people without a relevant degree, or equivalent qualification, may be considered if they have extensive experience in person-centred service planning/case management for people with disability or serious injury.

- Relevant post-graduate qualifications in leadership and/or management, or equivalent work experience.

Skills, Knowledge and Experience

- Significant experience working with people with disability and a strong understanding of the needs of people with serious injury/disability,

- Demonstrated understanding of person-centred case management and evidence-based service planning models.
- Extensive experience leading and developing multidisciplinary teams in complex human service environments, spanning coaching, mentoring, development, and succession planning.
- Demonstrated success in leading cultural and behavioural change and motivating teams to consistently deliver high-quality, client-centred services.
- Proven ability to identify emerging trends in compensable injury schemes and in health and disability service delivery.
- Highly skilled in using evidence and data to inform complex decision-making, prioritise competing demands, and deliver outcomes within tight timeframes.
- Experience in preparing advice to senior leaders including at executive and board-level.
- Experience advising and influencing senior leaders including at executive and board level.

Desirable Requirements

Knowledge of:

- Motor Vehicle Accidents (Lifetime Support Scheme) Act 2013 and LSS Rules
- Compulsory Third Party (CTP) insurance
- South Australian health and disability systems
- Public sector governance and administration
- Contemporary workforce and clinical governance issues