

# Position Description

## Team Leader



<b>Reports to:</b>	Regional Manager / Regional Coordinator
<b>Directorate/Department:</b>	Client Services
<b>Location(s):</b>	Based at Service locations (primarily) and closest Regional Office (as required)
<b>Number of direct reports:</b>	As per organisational structure
<b>Employment Type:</b>	Permanent/Full-time
<b>Salary/Award Classification:</b>	Level 3 Social, Community, Home Care and Disability Services Industry Award 2010  <i>Community Living Australia has charitable status for Fringe Benefits Tax purposes and is therefore able to offer taxation benefits through salary sacrifice.</i>



### Position Purpose

The Team Leader leads a team of disability support workers to deliver quality/person centred/customer focussed outcomes in line with client expectations. Within the parameters of the role the position is responsible to use organisational tools to design, develop, implement and review individual services within the agreed budget. This role is supernumerary to service and provides strong leadership, coaching and mentoring to their team. The role is integral in championing and role-modelling organisation values to support the achievement of business objectives.

The Team Leader is the key contact and relationship champion with individual clients and carers. They ensure a strong customer service ethos is implemented in the delivery of timely services. They seek to ensure any client complaints are dealt with at a local level to the satisfaction of clients and carers and in line with organisational expectations.

### Principal Duties

- Ensure the successful daily operation of programs and effective administration of service budgets
- Ensure robust internal and external stakeholder management at a service level and be recognised as the Subject Matter Expert
- Ensure high quality services that provide an environment that supports the dignity and opportunity for clients to be accommodated in a caring, compassionate and secure manner
- In conjunction with the Client Services Resource Team participate in the implementation of frameworks to support therapeutic service delivery
- Welcome and onboard new clients and their families/carers in line with approved organisational processes
- Uphold client focus through the delivery of services using the person centred active support model of practice and assist client to access mainstream services
- Promote the dignity of and positive image of clients within their communities, maximising the opportunities for clients to participate in and contribution to the communities in which they live
- Attend multi-disciplinary service meetings, case conferences and reviews and undertake case co-ordination and reporting as necessary
- Identify the need for the development of behavioural support plans and implement these to ensure individual changing needs are met
- Monitor the correct administration of prescribed medication in accordance with organisational guidelines
- When necessary act as an advocate both internally and externally for people with a disability and their carers
- In collaboration with the Rostering Team, develop and implement rosters that are centred on the needs of the client this includes troubleshooting timesheets, managing leave requests and filling and publishing rosters in advance
- Manage daily rostering including filling shifts and making day-to-day changes to ensure services and support of clients is maintained
- Ensure effective matching of clients with support workers that supports the achievement of client outcomes
- Participate in rotational "On-Call" duties that ensures effective service delivery outside of normal business hours
- Assist with recruiting, induction and maintaining a workforce that meets the needs of the clients and standards of the organisation
- Manage, develop, motivate and lead staff, fostering a positive workplace culture where staff feel engaged, empowered and supported

- Support the Regional Manager with investigative processes and disciplinary actions
- Lead service meetings and ensures they are co-ordinated, chaired, minuted, and identified actions are followed up and completed
- Maintain documentation relating to clients adhering to the highest level of confidentiality following person centred active support framework
- Provide input into the development of organisational best practice standards, policies and procedures and continuous improvement initiatives
- Provide immediate and first line critical incident support
- Comply with all legislative and organisational policies and procedures, ensuring awareness and compliance within the team
- Provide timely reports to inform continuous improvements strategies at a service level
- Apply WHS legislation and organisational requirements to create and manage a safe work environment
- Work collaboratively with peers and colleagues, across the organisation, to achieve organisational objectives
- Champion organisational values and culture to ensure the affiliated behaviours are demonstrated across the organisation

The responsibilities as specified above may be altered in accordance with the changing requirements of the position.

## **Core Competency/Capability**

*(NDS – DSD 4)*

*These six core competencies are the capabilities that need to be demonstrated in order for the incumbent to be functional in their role and links to the NDS competency framework.*

### ***Sector & organisation purpose and values***

- An enhanced working knowledge of a human rights based approach and the individual and community context, and the sector and organisational purpose and values. Encourages sector and organisation approach and values in other team members.

### ***Leadership & teamwork***

- Assist with the formal leadership, learning and coaching of team members. Promotes and models sharing of knowledge and information. Assists with gauging the effectiveness of team members and participates in organising the allocation of staff.

### *Communication*

- Contacts people on non-routine practical matters and external organisations on routine practical matters. Able to communicate flexibility in an appropriate manner. Supports others to effectively record and report. Able to resolve minor conflicts and when outside of skill set, ensures involvement of Regional Manager

### *Client and carer relations*

- Works with customers to explore and resolve their practical complex needs, expectations and goals. Uses understanding relevant service delivery theory and has operational knowledge of supports and services available. Is flexible and suggests alternatives and gathers information to enable effective referral. Understands confidentiality and diversity aspects.

### *Personal accountability*

- Adheres to organisational policies and procedures and all relevant government legislation and standards. Encourages others. Adopts a professional approach to own accountability and influences others. Supports safe work practices. Recognises responsibility in maintain the organisations image and reputation and assists other staff.

### *Innovation*

- Meets responsibilities using a resourceful and creative approach. Seeks opportunities to innovate within the context of the role. Understands why risk mitigation and continuous improvement are important and can convey this to less experience staff.

## **Skills & Experience**

*To perform this role successfully the incumbent must be able to satisfactorily demonstrate the following key qualifications, experience and skills.*

### *Academic or Professional Qualifications*

#### **Essential**

- Minimum equivalent to a VET Certificate IV in Disability, Community, Management, Social or Human Services, plus demonstrated knowledge competence/experience

#### **Desirable**

- Equivalent to VET Diploma/Advanced Diploma/Associate Degree

### *Skills & Delivered Performance*

- Experience in supporting people with disabilities in community settings

- Demonstrated skills in the development, design and implementation of program plans
- Demonstrated experience working with clients with complex behaviors
- Demonstrated initiative and problem solving ability to ensure the highest quality of service provision
- A commitment to Person Centred approaches and its application within service provision
- Ability to provide leadership, direction and motivation to staff
- Demonstrated experience in conflict resolution
- Proficient in the use of Microsoft desktop products such as Word, Excel and Outlook
- Sound understanding of administrative procedures and practice, including contract compliance
- High level of interpersonal and communication skills with ability to set own priorities and work to deadlines
- Affinity with nonprofit organisations and respect for their philosophy and values
- Demonstrated commitment to continual professional and personal development

### ***Special Requirements (Essential)***

- Have and maintain a current Australian Class 1 Drivers Licence for duration of employment
- Obtain and maintain a DHS Disability Services Employment Screening
- Obtain and maintain a DHS Working With Children Check
- Obtain and maintain a Safe Environments for Children and Young People Certificate
- Obtain and maintain a current Senior First Aid and CPR certificate
- Participate in the supervision and performance appraisal processes to establish performance objectives and KPI's ongoing
- Travel to service regions, sites and locations
- Private use of vehicle – adhering to the conditions and requirements of the Motor Vehicles (Use of Private Vehicle) Operating Procedure
- Work across multiple worksites and/or relocate to other worksites (within reason) as required
- Attend meetings, training and professional development as required
- Some out of hours work may be required

- Inter/intra state travel may be required
- On-call duty on a rotational basis is required

### *Authority to Act*

This position operates within

- Policies and procedures, guidelines and codes of conduct
- The defined limits of delegated authority
- The confines of budgeted restraints, relevant legislation, regulations and by-laws
- Financial Delegations Matrix

### *NDIS Code of Conduct*

- There are 7 minimum standards Community Living Australia and their workers must meet:
- Act with respect for individual rights to freedom of expression, self-determination and decision-making in accordance with applicable laws and conventions
- Respect the privacy of people with disability
- Provide support and services in a safe and competent manner, with care and skill
- Act with integrity, honesty and transparency
- Promptly take steps to raise and act on concerns about matters that may impact the quality and safety of supports and services provided to people with disability
- Take all reasonable steps to prevent and respond to all forms of violence against, and exploitation, neglect and abuse of, people with disability
- Take all reasonable steps to prevent and respond to sexual misconduct

## *Accepted and Approved*

Employee		
Name:		
Signature:		Date:

Regional Manager / Coordinator		
Name:		
Signature:		Date: