

Position Description

Position Details

Position:	Team Leader - Community Support		
Award:	Social, Community, Home Care and Disability Services industry Award 2010		
Fixed/Continuing:	Continuing	Probation period:	6 Months
Level:	4	Work Base:	Mount Barker Area
Reports To:	Coordinator	Direct Reports:	Numbers Vary
Context:	<p>HCO Disability and Community Services is committed to ensuring that the Values of the association are upheld through the provision of a professional, client centred service by:</p> <ul style="list-style-type: none"> • Valuing the uniqueness of the individual • Promotion of community inclusion • Promotion of social equality, encompassing the following principles • Provision of a continuous learning environment for all 		
Position Objectives:	To assist with the planning and implementation of quality Community Services including short term accommodation services and in-home support services which create and maintain an environment designed to provide clients with effective opportunities to participate, to their optimum potential and in accord with their own preferences.		
Key Responsibilities:	<ul style="list-style-type: none"> • To provide leadership, support and encouragement to Level 1, 2 & 3 staff in delivering quality services. • To provide and demonstrate to Level 1, 2 & 3 staff, Person Centred Active Support for clients, in a manner that allows for fullest client expression of their individual choice and preference. • To ensure the preparation of quality client support plans and schedules. • To ensure the preparation of service schedules that maximise outcomes for clients, families and HCO. • Maintaining accurate records of services provided • Any other duties commensurate with your level and skills set. 		
Key Working Relationships:	<p>Internal:</p> <ul style="list-style-type: none"> • Finance and Operations Teams • Co-ordinators • Team Leaders • Level 1, 2 & 3 Support Staff • Volunteers <p>External:</p> <ul style="list-style-type: none"> • Clients and families • Government and non-Government Agencies 		
Special Conditions:	<ul style="list-style-type: none"> • Successful DCSI screening and background checks • Out of hours working as required • Hold a current SA driver's license • Participate in on-call Emergency assistance roster 		

Position Description

Key Result Areas

Leadership,
Support and
Encouragement:

- Be an active leader and positive role model for staff.
- Ensure staff comply with organisational values and practices consistent with policies & procedures and evidence based practices to which the organisation adheres.
- Encourage staff to utilise their specific skills and understandings to benefit clients.
- Provide effective orientation and induction to new staff.
- Liaise with and encourage the involvement of families.
- Rostering support changes
- Involved in employee probation reviews and supervision

Person Centred
Active Support:

- Support staff in relation to effective strategies and techniques that enhances client satisfaction and balance in their experiences.
- Ensure clients are involved in all decisions relating to their well-being and lifestyle.
- Assist clients in the nomination and determination of community activities which enhance quality of life through the provision of individually appropriate physical, emotional, recreational and social supports and networks.
- Provide direct care support, where required, and in a manner that allows for maximum client expression of their choices and preferences.

Client Support:

- Field Enquiries and perform responsibilities associated with New Client Intake in conjunction with Coordinator.
- Set up computer and hard copy files
- Liaise with funding agencies re client queries and contract changes
- Manage incident reporting process
- Attend client / family meetings
- Liaise with Rostering to maximise clients' contracted hours

Core Capabilities

Communication:

- Create timely documents and reports clearly and accurately
- Facilitate effective information sharing through range of communication methods.
- Keep accurate and complete records in accordance with HCO's policies and procedures
- Communicate in a manner that is consistent with HCO values

Service
Improvement:

- Facilitate a culture of continuous improvement within teams
- Participate in the identification and implementation of continuous improvement initiatives
- Take personal responsibility to resolve enquiries, requests or complaints specific to the role in accordance with HCO's policies and procedures

Flexibility and
Adaptability:

- Adapt positively to changes in the environment and work demands
- Demonstrate flexibility in thinking
- Show flexibility in coping with multiple and changing priorities

Position Description

Core Capabilities (Cont)

Team Working:	<ul style="list-style-type: none"> • Develop a participative team environment through regular meetings and ensuring team members receive appropriate instructions, information and advice • Be proactive in identifying and resolving issues and problems within the workplace • Exercise tact, tolerance and humour to promote team harmony • Recognise the differing contributions of others in the team
Work Health & Safety:	<ul style="list-style-type: none"> • Comply with legislation and HCO's WHS policies, procedures and practices to maintain the health and safety of yourself and others • Undertake staff training needs analysis for WHS related training and manage staff absences to attend training • Assist in the rehabilitation of injured staff • Participate in WHS related training, safety briefings and updates as required
Financial:	<ul style="list-style-type: none"> • Adhere to all financial processes and policies including approvals and processing procedures
Leadership:	<ul style="list-style-type: none"> • Demonstrate open leadership and motivate others during change • Provide clarity and maintain focus in turbulent situations • Live and promotes the values and goals of HCO
Strategy and Planning:	<ul style="list-style-type: none"> • Contribute to the ongoing development of HCO's Operational Plans • Understand the broader impact of own work area and act to remove or minimise negative impacts
People Development:	<ul style="list-style-type: none"> • Provide direction and supervise staff on their daily activities to ensure achievement of individual key result areas • Provide regular, timely feedback to team members • Celebrate positive performance • Proactively support high performance through mentoring and constructive feedback • Participate in the recruitment and selection of staff • Ensure staffing levels meet client needs • Contribute to annual staff development plans • Proactively manage staff's attendance on mandatory training and at team meetings • Ensure staff understand, and are consistently following policies and procedures

Key Outcomes

Requirements:	<ul style="list-style-type: none"> • Ensure effective communication occurs with all levels of staff • Effective leadership and supervision of staff and teams • Team meetings are held and run in line with HCO requirements • New staff are effectively orientated and inducted • Person Centred Active Support is demonstrated by staff • Demonstrated appreciation of client choice • Client daily schedules are up to date and utilised • Timely and effective liaison with potential and existing clients and families
---------------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Position Description

Selection Criteria

Essential:

Qualifications:

- Certificate 4 Disability and/or Mental Health or equivalent
- Child Safe Environments – Reporting Child Abuse and Neglect

Experience:

- Within the Human Services sector over a period of several years.
- Significant experience in assisting people with complex behaviours and needs.
- Demonstrated capacity working with people with disabilities, their families, carers, advocates and networks.
- Working within and contributing to the development of an effective team.
- Recognising and effectively utilising the contributions of other staff.

Knowledge:

- Understanding of legislation pertinent to the meeting of statutory requirements for Disability Service Standards, WH&, Equal Opportunities and Anti-Discrimination
- An informed knowledge of Risk Management, Workplace Diversity and Industry Ethics.
- Knowledge of models of practice including Developmental Learning and person centred active support.

Desirable:

Qualifications:

- Degree or Diploma in Social Sciences or Community Services Management or equivalent
- Short courses relating to disability and mental health

Experience:

- Community engagement and local involvement
- Broad involvement with a range of vulnerable groups
- Ability to direct and supervise staff
- Competent in the use of computer programs ie word processing, spreadsheets and databases
- Encouraging positive responses within the local community to persons evidencing an intellectual disability

Knowledge:

- Knowledge of local community, non-Government and Government applicable legislation and contractual requirements

Approval

Name:

Sue Horsnell

Position:

CEO

Approval Date:

7th February 2019

Approval Review Date:

7th February 2021