

Position Description

Position Details

Position:	Team Leader - Accommodation		
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:	Accommodation 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 • Provision of a continuous learning environment for all 		
Position Objectives:	To assist with the planning and implementation of a quality Supported Independent Living service which creates and maintains an environment designed to provide participants with effective opportunities to participate, to their optimum potential and in accord with their own preferences, in processes that lead to a high quality lifestyle.		
Key Responsibilities:	<ul style="list-style-type: none"> • To provide leadership, development, support and encouragement to Level 2 & 3 staff in delivering quality services. • To provide and demonstrate to Level 2 & 3 staff, Person Centred Active Support for participants, in a manner that allows participants full expression of their individual choice and preference. • 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 • Manager – Client Services • Practice Leader • Co-ordinators • Team Leaders • Support Coordinators • Level 2 & 3 Support Staff • Volunteers • Executive Team <p>External:</p> <ul style="list-style-type: none"> • Clients and Families • Government and non-Government Agencies • Support Coordinators • Plan Managers • Medical Practitioners • Allied Health Practitioners 		
Special Conditions:	<ul style="list-style-type: none"> • Hold a Successful DHS Working with Children and Disability Employment screening at all times • Out of hours working as required including participation in Emergency Assistance Roster • NDIS Worker Orientation Module Certificate • Hold current Medication Administration certificate • Hold a current SA driver's license • May be asked to work in other locations if required • Hold a current first aid and CPR certificate 		



Real Connections

Position Description

Key Result Areas

Leadership,
Development,
Support and
Encouragement:

- Be an active leader and positive role model HCO values and a person-centred approach for staff.
- Positively develop staff within their role through regular liaison including documenting discussions
- 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 and significant others.
- Ensure a household environment where participants are given the opportunity to express their own needs and aspirations whilst recognising the preferences and differences of others.

Person Centred
Active Support:

- Support staff in relation to effective strategies and techniques that enhances participant satisfaction and balance in their experiences.
- Ensure participants are involved in all decisions relating to their well-being and lifestyle.
- Assist participants 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 participant expression of their choices and preferences.

Client Daily
schedules:

- Delegate various household responsibilities to staff ensuring that household practices and structures are clear, concise and accessible to staff. This will include:
 - Ensure the effective utilisation of resources within the household.
 - Develop Support Plans and Risk Assessments.
 - Oversight Safeguarding, Restrictive Practice identification, reporting and elimination.
 - Service Agreements
 - Check and authorise all diary entries.
 - Ensure budgets are correct and all receipts are provided.
 - Delegate shopping and maintenance of supplies.
 - Liaise with staff and the Coordinator in relation to medical appointments.
 - Ensure distribution and staff sign off on all organisational communications.
 - Report maintenance issues.

Core Capabilities

Communication:

- Create timely documents and reports clearly, accurately and at the appropriate level.
- 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 and contributes to a positive team environment.

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Core Capabilities (Cont.)

Service Improvement:	<ul style="list-style-type: none"> • 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:	<ul style="list-style-type: none"> • Adapt positively to changes in the environment and work demands • Demonstrate flexibility in thinking • Show flexibility in coping with multiple and changing priorities
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 contributions of others in the team • Contribute positively to the broader management 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 all situations • Live and promote the values and goals of HCO • Follow HCO policy in regards to staff development and performance
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 participant 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

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Key Outcomes

Requirements:

- 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
- Key Organisational processes are in place at all times. eg; Client Support Plans, Risk Assessments, Health Assessments and Service Agreements

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.
- Managing Supported Independent Living environments or similar.
- Delivering and supervising person centred practice
- 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.
- Ensuring the participation of persons with a disability into the community
- Competent in the use of computer programs (Word, Excel, Outlook and databases)

Knowledge:

- Understanding of legislation pertinent to the meeting of statutory requirements for Disability Service Standards, NDIS Act 2013, WH&, Equal Opportunities and Anti-Discrimination
- Understanding of Restrictive Practices and Reportable Incidents
- An informed knowledge of Risk Management, Workplace Diversity and Industry Ethics.

Position Description

Selection Criteria (Cont.)

Desirable:

Qualifications:

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

Experience:

Knowledge:

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

Approval

Name:

Sue Horsnell

Position:

CEO

Approval Date:

2nd September 2020

Approval Review
Date:

2nd September 2022