

Position description

Team Leader

Award:	Social, Community, Home Care and Disability Services Industry Award 2010		
Fixed/Continuing:	Continuing	Probation period:	6 months
Level:	4	Direct reports:	Support Workers
Reports to:	Client Services Lead	Work base:	Mount Barker

Principal responsibilities:

To lead frontline teams and oversee day-to-day service delivery, ensuring supports are delivered safely, consistently and in line with client plans, while building staff capability and maintaining service quality.

Reporting to the Client Services Lead, the main responsibilities of the Team Leader are:

1. Service Delivery and Quality

Oversee day-to-day service delivery, ensuring supports are safe, consistent and aligned to client plans address service issues promptly to maintain continuity and quality.

2. People Leadership and Capability

- Lead, coach and supervise Support Workers
- Provide feedback, conduct observations and support staff development
- Maintain clear expectations for performance and practice.

3. Incident and Risk Management

- Respond to incidents and emerging risks in a timely manner
- Ensure incidents are documented, escalated and followed up in-line with requirements.

4. Rostering (Day-to-Day Operations)

- Manage daily roster changes and shift coverage
- Maintain appropriate staffing levels to meet client needs.

5. Service Data and Documentation

- Oversee completion of service data, progress notes and reporting.
- Ensure documentation is accurate, complete and submitted on time.

6. Audit and Compliance

- Complete routine audits and quality checks
- Ensure services align with NDIS Practice Standards, support plans and organisational requirements.



7. **Household and Resource Management**

- Oversee household operations, including supplies and maintenance coordination
- Ensure environments are safe, functional and appropriate for clients.

8. **Communication and Escalation**

- Maintain clear communication with internal teams
- Escalate risks, service changes and workforce issues as required.

9. Undertake other duties, as required, consistent with the employee's skills, competence and classification.

General:

Ensure compliance with all applicable health and safety, quality, safeguarding, and environmental legislation, standards, policies, and procedures.

Experience:

Essential

- Minimum 2-3 years' experience in disability, community services, health or customer-facing environment.
- Demonstrated experience in:
 - Frontline service delivery and/or coordination
 - Supporting clients with diverse or complex needs
 - Ability to apply policies, procedures and frameworks in day-to-day decision-making
 - Strong communication and organisational skills
 - Ability to manage multiple tasks and competing priorities.

Desirable

- Experience in supervising or mentoring staff
- Experience working with clients with behavioural support and other complex needs.
- Experience using client management systems (CRM/ERP) and rostering systems.

Knowledge:

- Sound knowledge of person-centred and active support practices
- Understanding of NDIS Practice Standards and frontline compliance requirements
- Knowledge of support plans, risk assessments and behaviour support strategies
- Understanding of incident management and safeguarding responsibilities



- Knowledge of team leadership and performance management principles
 - Understanding of rostering processes and workforce coordination
 - Knowledge of documentation requirements and reporting standards.
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Skills:

- People leadership - Ability to lead, motivate and develop staff
 - Coaching and mentoring - Supports staff to improve capability and performance
 - Decision-making (Operational) - Makes sound day-to-day decisions
 - Problem solving - Responds effectively to service delivery issues
 - Time management and organisation - Manages workload and priorities
 - Communication skills - Clear, timely and professional communication.
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Qualifications:

Certificate IV in relevant field or equivalent

Special conditions:

- Hold a Successful DHS Working with Children and NDIS Worker Screening at all times
 - NDIS Worker Orientation Module Certificate
 - Hold a current Medication Administration or Health Support Training certificate
 - Hold a current SA driver's license
 - Hold a current first aid and CPR certificate
 - Manual Handling competency
 - Infection control certificate
 - Maintain up to date vaccination status
 - May be asked to work in other locations if required
 - Support the concierge team with outside business hours coverage in emergency circumstances as required.
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Employee:

Date:

HCO CEO:

Date: