



POSITION DESCRIPTION

Position Title	Services Lead
Department/Team	Community Services
Location	Somerset Community Services
Reports To	Community Services Manager – Disability Programs (North)
Direct Reports	Team Leader - Somerset, Service Administrator.
Last Date Updated	January 2020

Main Purpose/ Primary Objective	<p>The Services Lead position leads a multi-disciplinary team across multiple programs to deliver upon program goals at Somerset Community Services.</p> <p>This role oversees the leadership, management, and development of the team. You will guide the service toward its primary objectives of supporting and empowering individuals and families within the community to achieve their full potential in the least restrictive environment possible.</p>
--	--

Key Accountabilities/Key Result Area	
<p>Within the policies established by Lutheran Services and working in collaboration with relevant managers and employees, the occupant of this position will;</p> <ul style="list-style-type: none">• Coordinate and lead programs provided at Somerset, including the entry and allocation of clients to each program.• Work collaboratively to develop high quality service delivery frameworks.• Lead the operational function of each program (client programs and activities), including the analysis, design, development and maintenance of the programs.• Responsible for decision-making for the programs and services delivered at Somerset; set priorities, plan and organise the work of the team and establish the most appropriate operational methods.• Undertake initial and ongoing assessment of client needs and risk of harm, including the establishment of goals in line with NDIS plans.• Undertake client assessments and reviews, including development of crisis and risk management strategies for clients with high support needs.• Support the team to develop, facilitate and evaluate programs/workshops for clients and their families/carers.• Provide expert advice and employ a solution-focused approach to complex cases and clients that are escalated to you by team members.• Lead the team in supporting clients to identify and achieve goals in line with plans through skills development, capacity building, reablement and community connections.• Draft and manage plans, agreements and budgets for participants including NDIS & HCP.• Manage Service budget to ensure funding is acquitted within contractual agreements, and expenses are within operational parameters.	



POSITION DESCRIPTION

- Provide supervision to staff and support team members to take an active role in identifying professional and organisational development needs.
- Provide mentoring support, facilitate regular team meetings and assist team members to build their work-related skills.
- Support team members to reflect, assess and manage risk related to casework and build upon their practice/evidence-based skills in line with each team’s practice framework.
- Provide prompt advice to Community Services Manager about any issues impacting on Lutheran Services’ ability to meet its commitments to clients and/or contractual obligations;
- Assist with Government reporting as required.
- Develop strong working relationships with key stakeholders and participate in relevant networks and community meetings with a view to promote, enhance and develop linkages within the community.
- Contribute to greater Lutheran Services service planning including active involvement in Leadership Team meetings, the development of work plans, evaluation of services provided and subsequent reporting.
- Work collaboratively to ensure the efficient and effective day to day running of the service;
- Lead the recruitment and orientation of new staff, and conduct ongoing performance reviews and management of staff.
- Undertake on-call responsibilities as needed.
- Assist in the development of documents pertaining to the service.
- Monitor and provide oversight for the effective management of workplace health and safety processes.

Key Relationships/ Interactions	<p><i>Community Services Manager Community Services Team Leaders/Coordinators Somerset Services Team NDIA, My Aged Care and other Government Departments Other not for profit organisations Aged Care Services Team</i></p>
--	---

Position Requirements (Knowledge and Experience)	<p><i>Essential:</i></p> <ul style="list-style-type: none"> • Experience leading the service delivery and community engagement and development for a regional service. • Incumbent must hold a tertiary qualification in human services delivery and have previous industry experience. • Excellent written and verbal communication is essential, as is the ability to work autonomously. • High level of interpersonal skills with both internal and external stakeholders. • Understanding of the NDIS • A current Queensland driver’s licence. • Compliance with the Disability Services Act 2006 screening requirements. • Pre-employment medical undertaken to ensure fitness for role. • Understanding of The Aged Care system including CHSP and Home Care Packages. • Understanding of Queensland Community Care. <p><i>Desirable:</i></p> <ul style="list-style-type: none"> • Understanding of Procura. • Previous experience in a similar position.
---	---



POSITION DESCRIPTION

Culture	<p>At Lutheran Services, we promote a culture that supports high and ethical performance. Our leadership team, believes a high performance culture that is characterised by:</p> <ul style="list-style-type: none"> • A learning and growing environment. • A high achievement orientation. • A sharing environment - information, resources, ideas and goodwill. • Commitment to being the best we can be. • Humility, fairness and openness in how we go about our work. <p>All within the context of acting in the best interests of Lutheran Services, and working in accordance with our Values.</p>
----------------	--

Prepared By	<i>Date</i>	/ /
--------------------	-------------	-----

We certify that the content of this position description is accurate:

Incumbent's Signature	<i>Date</i>	/ /
------------------------------	-------------	-----

Manager's Signature	<i>Date</i>	/ /
----------------------------	-------------	-----

NOTE: This position statement is not intended to be all-inclusive. Employees may perform other related duties as negotiated to meet the ongoing needs of the organisation.