

**Practice Leader – Housing and Support
POSITION DESCRIPTION**

Position Title:	Practice Leader	Department:	Housing and Support
Reports to:	Transition Coordinator	No. Direct Reports:	5 – 10 Support Workers
FTE: 1 (38 hours)	Position Number: 6088		
<p>annecto – the people network is a community inclusion not – for profit/social purpose organisation and registered charity incorporated as an association in Victoria and listed with ASIC as a registered Australian body to operate nationally. annecto’s purpose is to connect individuals and communities to realise an inclusive society and the organisation’s principles are humanity, interdependence, authenticity and emergence. annecto does this through planning and service delivery, through facilitating and strengthening informal supports social and employment networks and community building, and through participation in sector related policy development and review. annecto aspires to a diverse culture – a celebration of what makes each person unique – and to social inclusion underpinned by human rights.</p> <p>These are exciting times for annecto Inc., and Merrimu Services Incorporated which merged in late January 2019 and will be supporting clients with disabilities across a range of sites across the Inner West out to Bacchus Marsh/Melton and across to Ballarat.</p> <p>annecto – the people network has grown from small beginnings in the Western suburbs of Melbourne and currently works across most of metropolitan Melbourne, in the Loddon Mallee and Grampians regions of Victoria, in the Western suburbs of Sydney and throughout the Far West of New South Wales and now with the addition of Merrimu Services we will be consolidating our services across the Western corridor of Melbourne.</p> <p>annecto’s strategic directions include growth in scale, influence and outcomes alongside sustainability</p> <p>annecto operates in a ‘stakeholder’ environment with connections to various stakeholder groups. Such stakeholder target groups include people seeking formal or informal support, or who are in the process of determining their future support needs. Other stakeholders include: association and elected Board members, staff, volunteers, donors, sponsors, funding and legislative bodies, businesses, educational and research bodies, and a diverse range of groups in the general community. annecto and annecto’s stakeholders can potentially contribute to social impact through linking into social, civic and economic opportunities in Australia.</p> <p>annecto is also operating at a time of major change through government driven social policy reform which seeks to connect services, and to increase focus on person centred, individualised, self/consumer directed and managed services models. Concurrently, government is challenged to address changing community expectations within an affordable economic and socio-economic environment. Such change signify a new government approach that focusses on goal orientated individual outcomes with the propensity to increase social and economic inclusion for people historically dependent on government welfare. This reform and the pace of change has an impact on annecto’s historical core service users - being people with disabilities, older Australians seeking alternatives to residential care, and their families.</p>			
Position Summary:	<p>The role of the Practice Leader exists to provide leadership, support and guidance to the support teams who have responsibility for the delivery of individualised support to people in receipt of funded disability accommodation support (Supported Independent Living accommodation). The Practice Leader will support teams to ensure that a high quality service is provided to individuals in their home and community. The Practice Leader will ensure that supports provided are consistent with legislative requirements, funding as per service agreements and organisational policies and procedures. The Practice Leader will contribute to NDIS readiness and continuous improvement and quality of supports provided. The Practice leader is responsible for coordinating and maintaining the delivery of individualised quality support services within a designated location(s). Key responsibilities include leading and engaging staff teams to provide high quality support to individuals that enable development of skills,</p>		

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		meaningful participation and independence. The Practice leader may at times, be required to work alongside staff teams in the delivery of direct support services which may also include shift work.
Position Characteristics:	Scope:	This position reports to the Coordinator, Housing and Support.
	Significant internal/external relationships:	<ul style="list-style-type: none"> • People with disability, families and carers • Coordinator Housing and Support • Manager Housing and Support • Organisational Practice Consultant • Housing and Support Practice Leaders • Department of Health and Human Services • Support Workers • External service providers • Specialist agencies and services • Wider annecto staff
	Special Conditions:	annecto is an equal opportunity employer committed to diversity and social inclusion. We welcome applications from mature aged people, and people from culturally and linguistically diverse backgrounds, including those from Aboriginal and/or Torres Strait Islanders, people with lived experience of disability and people who identify as LGBTI.
	Delegations:	In accordance with annecto Board/CEO delegations and quality assurance policies
Key Responsibilities and Outcomes	1	Decision Making and Choice <ul style="list-style-type: none"> • Support people with a disability to identify opportunities to increase their independence and assist the person to develop the necessary skills and expertise to enhance their participation and independence. Ensure supports delivered maximise opportunities for individuals to lead decision making and exercise meaningful choice • Ensure support delivered is culturally appropriate and consistent with expressed needs and preferences of each individual. • Ensure supports delivered enable strengthening of independence and autonomy • Rostering of support workers as required to meet the client requirements • Ensure all communication is respectful of the preferences of each individual including communication via alternate means including but not limited to written and verbal communication

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			<ul style="list-style-type: none"> • Liaise with individual’s families, external agencies and other stakeholders as required.
	2	Community Participation	<ul style="list-style-type: none"> • Supports provided focus on facilitating opportunities to experience and participate as the individual chooses in their community • Support and assistance is provided to the level required to enable meaningful participation • Ensure team commitment and application of person centred approaches, including Personal Centred Active Support
	3	Independence	<ul style="list-style-type: none"> • Consider existing strengths and skills of individuals in the design of supports including commitment to provision of graded assistance which maximises opportunities for the individual to develop independence.
	4	Daily Living	<ul style="list-style-type: none"> • Ensure high quality individualised service delivery. • Provide support to undertake activities of daily living including supporting personal care activities • Demonstrate and undertake practical tasks to support individuals to prepare meals, cook, clean, perform other daily routines and household tasks essential to sustaining independence
	5	Building Capacity	<ul style="list-style-type: none"> • Ensure individuals receive coaching, mentoring and support to develop and sustain skills that build capability to undertake self-directed planning • Ensure individuals receive coaching, mentoring and support to develop and sustain skills that build capability to coordinate supports as independently as possible • Ensure supports provided are least restrictive • Engage in education, coaching and modelling behaviours to support community participation, self-direction and community living • Demonstrate commitment to teamwork, and willingness to show initiative, flexibility and reliability. • Demonstrate commitment to the achievement of the organisations strategic plan. • contribute to identification and corrective action in relation to address staff and skill requirements, maximising efficiency and quality of service delivery.

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			<ul style="list-style-type: none"> • Contribute to identifying service gaps and opportunities. • Demonstrate commitment to participatory and inclusive practice. • Participation in team projects which enhance the delivery of services. • Undertake other duties as requested within the scope of the position.
	6	Leadership	<ul style="list-style-type: none"> • Ensure regular coaching, mentoring and supervision of direct reports. • Ensure the application of the annecto Practice Framework, person centred approaches (including person centred Active support) and positive behaviour support are at the forefront of practice. • Ensure regular feedback to staff on practice improvement opportunities. • Lead the embedding of Person Centred Active support within respective team(s) including implementation of systems and processes to monitor same • Represent annecto as required at both internal and external meetings and engagements • Lead respective team(s) in a manner that encourages continuous improvement and improved client outcomes. • Participate in recruitment and induction of new staff
	7	Documentation	<ul style="list-style-type: none"> • Write accurate, clear documentation and case notes to ensure evaluation of individual outcomes and inform planning reviews • Actively participate and contribute to the planning processes for the individual • Implement and maintain systems for data, file management and administration • Assist and contribute to development of funding submission/grants where appropriate • Monitor relationships with brokerage arrangements to ensure compliance with Funding and Service Agreements and in accordance with the principles of person centred practice • Ensure the effective development, implementation and review of behaviour support plans as relevant • Ensure mandatory reporting processes with relation to critical incident and restrictive practices.

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Selection Criteria	Knowledge and Experience	Essential <ul style="list-style-type: none"> • Level 2 First Aid & CPR Certificate and Valid & Current Driver’s License • Demonstrated experience in completing individual plans and assessments • Demonstrated commitment to the values, goals and objectives of annecto – the people network. • Sound knowledge in government funding expectations, invoicing, policies and current practice in the delivery of services to people who experience disability or ageing, their families and carers. • Experience in rostering a team of staff to meet the needs of the clients as required. • Demonstrated capacity to exercise judgement, initiative, decisiveness, accountability and results orientation. • Excellent verbal and written communication skills and ability to adapt communication for audience and purpose. • Ability to give and receive feedback to enhance quality of supports provided. • Ability to prepare and implement professional workplace guidelines, procedures and systems. • Demonstrated ability to lead staff through a range of workplace change initiatives with particular emphasis on employee behavioural and workplace system changes. • Demonstrated ability to supervise, coach, motivate and support a team to achieve goals. • Mentoring approach to staff development within a culture of continuous quality improvement. 		
	Qualifications	Relevant tertiary qualifications in Disability, Community Services, Individual Support or similar.		
	Values and Attributes	Community and inter-agency relations	Knowledge of community	1.2.4 Maintains detailed understanding of current community issues and knowledge of relevant organisations
		Written communication	Written Communication	3.2.2 Writes accurate, clear and informative reports and communication that meet the needs of their intended audience
		Verbal communication	Verbal Communication	3.2.3 Articulates clear and respectful messages and information to the people we support and colleagues
Leadership and Teamwork		Conflict management	4.2.4 Recognises differences of opinion and works towards a resolution of Team conflict	
	Service Delivery	Client confidentiality and dignity	6.2.5 Respects the confidentiality of the people we support	
		Knowledge of client/people we support issues	6.2.2 Builds knowledge of support issues and builds research	

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		Governance and compliance	Health Safety Wellbeing 9.2.4 Contributes to identification of health, safety and wellbeing risks and hazards and ensures safety in own work context
		Change and responsiveness	Multi skilling 8.2.2 Works collaboratively with people from different disciplines and shares skills and knowledge

Health, Safety & Wellbeing Requirements	<ul style="list-style-type: none"> • Participate in and contribute to Health Safety and Wellbeing activities to ensure a safe work environment for staff, clients, contractors and visitors • Comply with annecto HSW policies and procedures to participate in the achievement of a safe working culture • Where appropriate, participate in workplace inspections, accident reporting and investigations, provide information, instruction and coaching • Demonstrated absence of a relevant criminal history. 		
Organisational Expectations	This position description should be read in conjunction with annecto's Policies and Procedures, Employment contract, Organisation Chart and appropriate standards and regulations which are applicable to the operations of annecto services.		
Approvals:	CEO Name: Estelle Fyffe Date: June 2019	HR Manager Name: Jacinta Beckley Date: June 2019	
Acknowledgement of Incumbent	I accept the position description documented above and understand that the position description will be reviewed or amended periodically due to changes in organisational requirements or responsibilities. Changes to the position description will be consistent with the purpose for which the position was established. Name: _____ Signature: _____ Date: _____		