

POSITION DESCRIPTION

- 1. TITLE:** Lead Practitioner - Supported Living
- 2. REMUNERATION:** UCC Enterprise Agreement 2012-14
Professional & Administration Schedule Levels 4
- 3. PROGRAM OR SERVICE:** Disability Services
- 4. REGION AND/OR LOCATION:** Various Locations
- 5. OUR ORGANISATION:**

As one of the largest community service providers in Queensland, UnitingCare Community (UCC) exists to strengthen the lives of individuals, families and communities. Across Queensland we provide programs and services to support individuals and communities, children and families, youth and people living with disability. UCC also provides Lifeline crisis counselling and support services and operates Lifeline retail outlets. UCC has an annual turnover of \$175M and delivers services from over 250 service outlets engaging around 2,800 employees and 5,600 volunteers.

UCC provides direct support to people with a disability to ensure safety and wellbeing, to foster inclusion into communities of choice; maximise independence, develop and maintain social networks and assist people to make and implement informed choices about their lives.

These supports are delivered by the UCC Disability Services Directorate, through Local Area Networks. The Local Networks are managed by a Local Network Manager who supports a number of Lead Practitioners in an area and through them, Disability Support Practitioners both in community and home based settings.

Principles of Local Networks:

Local Networks are designed to:

- Be agile and responsive to the needs of the people being served
- Be geographically situated and connected to local communities
- Strengthen leadership and expertise as close as possible to the people being served
- Operate as self managing teams in an environment of high Trust, Informed Leadership and Shared values.
- Affirm the authority of person being served and their family.
- Know people well.
- Celebrate achievements.
- Operate with role clarity.
- Be fiscal sustainability.
- Delivery contemporary service models.
- Reduce dependency on paid services

6. OUR VALUES:

UnitingCare Community acknowledges that people are informed by a variety of belief systems. Our 'Shared Values' are - *Compassion, Respect, Justice, Working Together, Leading through Learning*. Your commitment to our Shared Values through your actions, behaviour, practices and in achieving outcomes is a fundamental requirement of this role and key to working successfully in UnitingCare Community.

7. OUR COMMITMENT:

- 7.1. As part of UnitingCare Queensland, the mission of UnitingCare Community is to improve the health and wellbeing of individuals, families and communities as we: Reach out to people in need; Speak out for fairness and justice; Care with compassion, innovation and wisdom.
- 7.2. Towards Zero Harm principles drive the way we think about safety and safety is embedded in everything we do.
- 7.3. UnitingCare Queensland is committed to being a child safe, child friendly organisation and for all children who come into contact with our services we will provide welcoming, safe and nurturing services, prevent child abuse and neglect within our services and appropriately and immediately address child abuse and neglect if it does occur.
- 7.4. We believe in the strength of a diverse and inclusive workforce to help us achieve the best outcomes for our clients.

8. PURPOSE OF POSITION:

The Lead Practitioner's role within residential service provision is to deliver sustainable high quality support to people with a disability so that they can achieve personal goals and maintain socially valued roles, friendships and relationships, within the resources available to them. These resources include funding, family, informal supports and community resources.

The role is the senior direct delivery leadership role for support to people with a disability.

The Lead Practitioner achieves this through mentoring, leading and managing a small team of Direct Support Practitioners to assist people with a disability achieve their personal planned outcomes.

9. ACCOUNTABILITY:

In accordance with UCC Delegations policy, this position is accountable to the Local Network Manager, Disability Services. It is also accountable to the people we serve and their families.

Delegation Level: G - Team Leadership

10. KEY RESPONSIBILITIES:

10.1. Under general guidance of Local Network Manager:

- Work in collaboration with people with disabilities, their families, and personal networks to assist the people we serve in everyday living situations. This includes the provision of personal care and household management as needed.
- Mentor, lead and manage a team of Disability Support Practitioners to deliver high quality support.
- Ensure safe efficient and sustainable day to day management of resources for particular arrangements, including staff, records, budget, buildings and vehicles.
- Implement intentional safeguards for people being supported.
- Comply with organisational requirements including, but not limited to, adhering to and modelling behaviours aligned to the UCC Code of Conduct, duty of care, policies, procedures and shared values of UCC, reporting of service issues, completion of documentation, attendance at training and participation in meetings.
- Recognise and uphold the right to privacy, dignity and confidentiality of the person being supported and their family.

11. SELECTION CRITERIA

- 11.1. Ability to work within the beliefs, mission, values and policies of UCC and adhere to code of conduct, relevant policies and procedures
- 11.2. Demonstrated commitment to actively working in partnership with individuals and their families to build opportunities for them to personally connect with and contribute to community, and achieve personal goals.
- 11.3. An understanding of the application of the principles of family or self-governance, personal autonomy, choice and control and intentional safeguarding.
- 11.4. Capacity to identify individual vulnerabilities and apply intentional safeguards.
- 11.5. Demonstrated ability to develop, lead and mentor effective staff teams working within established budget, direction and guidelines.
- 11.6. Ability to work effectively and constructively across all stakeholders, including community members and organisations.
- 11.7. Knowledge of legislation underpinning the provision of services within the disability sector and the key issues affecting quality of life for people with a disability.
- 11.8. Demonstrated ability to use initiative, make well informed decisions and problem solve, including emergency or crisis situations.
- 11.9. High level verbal and written communication skills demonstrated by the ability to relate well to all people and to maintain accurate records.

12. KEY PERFORMANCE INDICATORS:

- 12.1. A deep knowledge, understanding of and commitment to the people we serve.
- 12.2. Continuous improvement in the lives of people being served as evidenced through Personal Outcome Measures.
- 12.3. Evidence that individuals with a disability are successfully linked into their community, acknowledging and rewarding of their gifts so that both the individual with a disability and the wider community benefits.
- 12.4. That the people served have a reduced reliance on formal disability supports through the activities of the network and building social capital.
- 12.5. Strong internal and external relationships.
- 12.6. An effective and efficient team of Direct Support Practitioners.
- 12.7. Ability to work effectively and constructively across all stakeholders, including application of the principles of family or self governance, personal autonomy, choice and control and intentional safeguarding.
- 12.8. Evidence that Direct Support Practitioners and the wider community have become more confident and competent in the successful welcoming and inclusion of individuals with a disability that they support..
- 12.9. Engagement in professional development, both personally and organisationally.
- 12.10. Knowledge of recruitment practices and principles that include consultation and engagement with the people we serve and how to match staff appropriately.
- 12.11. Take responsibility for decisions, rosters and other day to day requirements for the efficient management of the service.
- 12.12. Capability to perform under relevant organisational leadership expectations in – leading the shared values, accountability, towards zero harm, knowledge and competence, sustainability, managing strategy, managing business managing people.
- 12.13. Adherence to UCC Code of Conduct and UCC Delegations of Authority policies.
- 12.14. Management style is consistent with UCC values and is culturally inclusive, maintains confidentiality and is respectful of both staff and the people we serve.
- 12.15. A service that is operating within budget.
- 12.16. Production of reports as required.

13. ADDITIONAL REQUIREMENTS / INFORMATION:

- 13.1. A current Positive Notice from Disability Services, or willingness to apply for and obtain the same within the first three months of employment.
- 13.2. All adults who work with people under 18 years in QLD are required to undergo a "Working with Children Check" under the screening provisions of the Commission for Children and Young People Act (2000) and obtain a Suitability Card (Blue Card). Employment is conditional upon presentation of a current Suitability Card, or willingness to apply for and obtain the same within the first three months of employment.
- 13.3. Demonstrated experience and/or relevant associated post school qualification.
- 13.4. A current Senior First Aid Certificate.
- 13.5. A current Driver's Licence.
- 13.6. Ongoing employment is conditional upon completion of UCC induction training.
- 13.7. Capacity and willingness to work outside of standard business hours, on occasion if required, and to take on additional responsibilities, on occasion if required.
- 13.8. Commitment to actively pursue ongoing learning and development and to participate in regular supervision to enhance role and performance.

14. APPROVED BY:

Lorna Sullivan, Director of Disability Services

Date