

Position Description

Position title: Team Leader

Classification: Team Leader

Reports to: Service Manager

1. Summary of the broad purpose of the position in relation to the organisation's goals (its expected outcome and how it is to be achieved).

Responsible to the designated Service Manager (Accommodation Services) within Cara for the leadership of a team of staff who together ensure the provision of direct care services for people with disabilities and complex supports needs, by providing a range of quality community-based services which meet individual client needs.

2. Reporting/Working Relationships (to whom the person reports, staff for whom the person is responsible, and other significant connections and working relationships within the organisation).

Work within Cara's Staff Professional Conduct (SP 1.1.1) and other policies and procedures as formally issued and updated from time to time. Work within the delegated level of decision making in relation to client matters and the financial delegations as per Responsibilities and Delegations of Authority policy (AO-26). The Team Leader is responsible to the Manager, Accommodation Services.

3. Special Conditions (such as non-metropolitan location, travel requirements, frequent overtime, etc.).

- 3.1 Must be prepared to work over seven (7) day roster, including mornings, evenings, weekends and sleepovers.
- 3.2 Certificate IV in Disability essential. Qualification in management or leadership training desirable. If the desirable qualifications are not held a commitment to begin to undertake such training within six months is essential.
- 3.3 Flexibility and a willingness to travel and work between work locations.
- 3.4 Must be prepared to relocate within any Cara Service if the need arises.
- 3.5 Current Manual Handling Certificate (i.e. obtained within last 12 months, of commencement date) and physically able to undertake manual handling procedures.
- 3.6 Satisfactory Functional Capacity Evaluation with a practitioner of Cara's choosing and at Cara's discretion.
- 3.7 Current South Australian driver's licence and a willingness to drive Cara's vehicles.
- 3.8 A current First Aid Certificate such as "Provide Apply First Aid" as specified by Cara.
- 3.9 Cara has a non-smoking policy on all worksites.
- 3.10 Some work outside of normal rostered hours may be required.
- 3.11 Appointment to a position is subject to a satisfactory medical and Satisfactory Department of Human Service (DHS) Child Related Employment Clearance (updated every two years).
- 3.12 Must have the right to work in Australia and supply evidence.

4. Statement of Key Outcomes/Activities (group into major areas of responsibility/activity).

4.1 Ensure client opportunities and strengths are maximised and Person Centred Active

Support principles and practices are implemented by-

- 4.1.1 Adhering to Person Centred Active Support policy and procedure.
- 4.1.2 Acting as an ambassador, role model and/or advocate for clients, the particular service and Cara generally; e.g. maintaining high personal standards with respect to personal appearance, presentation and social behaviour in accordance with the Cara Professional Code of Conduct (HR319).
- 4.1.3 Seeking support from and working in collaboration with the designated Skills Trainer and other colleagues to enhance the service and meet the needs of the people using the service.
- 4.1.4 Attending relevant training and participate in debate and discussion on relevant research to ensure keeping abreast of best practice.
- 4.1.5 Providing direct support in an encouraging and safe environment; and leading a team of staff to provide direct support.
- 4.1.6 Supporting people to attend to their personal care needs and hygiene, maintain their home environment and engage in activities of their choice in line with their person centred plans.
- 4.1.7 Assisting clients to maintain positive contact with their families and friends, and liaising with outside agencies.
- 4.1.8 Supporting clients in a manner that shows respect and increases independence, communication and self-respect.
- 4.1.9 Supporting people to develop and maintain their chosen lifestyle.
- 4.1.10 Working flexibly with changing plans and re-prioritizing to meet the needs of the people Cara supports.
- 4.1.11 Assisting clients with the management and safety of their finances including negotiations with family and the Public Trustee.
- 4.1.12 Supporting clients to live a healthy lifestyle including:
 - Implementation of Cara's Health Care Policies.
 - Developing contacts with and utilising community-based health care supports and facilities including liaising with health care staff, e.g. RDNS.
 - Maintaining appropriate and timely management of the administration of medication and associated records as required.
 - Initiating and monitoring individual client health plans.
- 4.1.13 With support from the designated Skills Trainer and other relevant colleagues:
 - Encouraging, empowering and enabling the development of skills and links in the community including designing and implementing programs based on client need.
 - Enhancing opportunities for learning, skill development and independence for clients.
 - Co-ordination, implementation and ongoing monitoring of service plans and other client planning and recording mechanisms.
 - Facilitating client communication and enhancing their choice and decision making processes.

4.2 Ensure that staff are supported in their role and are able to effectively carry out their duties by –

- 4.2.1 Supervision and support of individual staff members, students and volunteers and people undertaking work experience
- 4.2.2 Ensuring new staff are adequately orientated
- 4.2.3 Providing a positive work environment and a team approach
- 4.2.4 Ensuring confidentiality is practiced in relation to client, staff and organisational matters
- 4.2.5 With support from the Manager Accommodation Services:
 - Manage regular performance appraisals of individual and staff as per Cara Policy
 - Contributing to regular self-appraisal of staff performance as per Cara Policy

- Ensuring that staff are aware of, and adhere to, relevant Agency policies and procedures
 - Adhering to the organisation's Quality Systems, including preparation of an annual Service Management Plan and participating in Continuous Improvement Reviews
 - Training staff (including potential staff) in relation to relevant policies and procedures and service work practices
 - Implementing service policies and procedures as directed
- 4.2.6 Contribute to the development of a positive image, community support and fundraising outcomes for Cara by demonstrating personal commitment and by also encouraging clients and their families and Cara staff to support the organisation's marketing & fundraising programmes and the work of the Marketing & Fundraising team
- 4.3 **Ensure that the service operates in a systematic manner and within budget by:**
- 4.3.1 Ensuring rostering requirements are fair and equitable and in compliance with contractual agreements including utilising the Cara electronic rostering system
- 4.3.2 Contributing to the cost centres financial management within the budget allocation
- 4.3.3 Proper attention to accurate recording and reconciliation of petty cash
- 4.3.4 Ensuring that required statistical information and other administrative records are properly entered, maintained and reported in the Cara database(s).
- 4.4 **Assist in maintaining an effective team and smooth operation and development of the organisation by:**
- 4.4.1 Maintaining a professional approach in the workplace and implementing Cara's vision, mission, values, and strategic directions
- 4.4.2 Maintaining professional and technical knowledge by attending relevant training workshops or seminars, as required by the organisation, funding bodies and legislative requirements
- 4.4.3 Maintaining client confidentiality and protecting operations by ensuring sensitive information is kept secure
- 4.4.4 Contributing to the development of the organisation by participating in organisational initiatives such as the Corporate Volunteer Program and external projects such as improving access to public transport and community facilities and services
- 4.4.5 Contributing to communication and information sharing across the organisation through the use of technology, including the use of Microsoft Office programs and other electronic systems and forms
- 4.4.6 Contributing to the development of a positive image, community support and fundraising outcomes for Cara by supporting the organisation's marketing & fundraising programs and the work of the Marketing & Fundraising team
- 4.4.7 Maintaining Equal Opportunity principles in the workplace by adhering to Equal Opportunity legislation and relevant Human Resource policies
- 4.4.8 Maintaining a culturally aware and sensitive profile with the customer base and other staff of the organisation by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity
- 4.4.9 Demonstrating respect to clients and their families and carers as valued members of the community and awareness of appropriate current philosophy relating to the provision of services to individuals eligible for Cara service
- 4.4.10 Ensuring the proper care and maintenance of client and Cara property, equipment and belongings
- 4.5 **Creating Safe Environments for children and vulnerable adults**
- 4.5.1 Observe and implement Cara's procedures and practices on creating secure environments and the protection of children and vulnerable adults
- 4.5.2 Undertake to cooperate with strategies to actively ensure the safety, protection and well-being of children and other vulnerable people i.e. Cara clients, including cooperating with any investigations that may be required.

4.6 **Work Health and Safety (WHS)**

Maintain a healthy and safe workplace by:

- 4.6.1 Taking reasonable care to protect own safety and that of others whilst at work;
- 4.6.2 Adhering to and implementing, WHS policies, procedures and plans.
- 4.6.3 Recognising and identifying risks; act accordingly when they arise.
- 4.6.4 Using and maintaining equipment provided for health or safety purposes.
- 4.6.5 Not being affected by consumption of alcohol or a drug in such a way as to endanger their own safety or that of others in the workplace.
- 4.6.6 Reporting any identified unsafe conditions, risks, hazards as soon as possible as per Cara's Hazard Management Policy.
- 4.6.7 Adhering to Cara's Manual Handling plans.
- 4.6.8 Actively supporting any colleague who may injure themselves at work including providing support to colleagues on return to work programs.
- 4.6.9 With support from the Manager Accommodation Services ensure that employees are consulted on, are aware of, and observe all Work Health and Safety as outlined in organisational Work Health and Safety Policy.
- 4.6.10 Monitoring employees' performance against Cara's Work Health and Safety standards.
- 4.6.11 Undertaking regular hazard inspections of service locations.
- 4.6.12 Responding immediately to Work Health and Safety issues.

Team Leader Accommodation Service

Position Description read understood and acknowledged by applicant:

Name: _____

Signature: _____

Date: ____/____/____

Team Leader

Person Specification

Essential Minimum Requirements

Education:

- Certificate IV in Disability (Essential)
- Supervision/Management Training (Desirable)

Experience:

- Experience in community-based human services.
- Experience in working with persons with intellectual and or physical disability and their families.

Skills:

- Ability to implement developmental programs.
- Ability to lead other staff and students and volunteers
- Ability to implement principles of social role valorisation
- Ability to act as a role model for staff in meeting client individual needs
- Ability to use a computer and basic proficiency in commonly used programs such as word, excel and outlook.

Personal Attributes:

- Initiative and self-motivation.
- Ability to relate on an interpersonal level with clients, parents, advocates, team members and staff from other agencies.
- Commitment to the welfare, rights and personal development of people with a disability.
- Competence in written & verbal communication.
- Maintaining a culturally aware and sensitive profile with the customer base and other staff of the organisation by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity.
- Respectful of clients and their families and carers as valued members of the community and awareness of appropriate current philosophy relating to the provision of services to individuals eligible for Cara services

Special Considerations:

- Willingness to undertake further study/training
- Must be in good health and physically able for which medical evidence may be required.