

11 January 2021

Position Description – Team Leader, SIL

Position Title:	Team Leader	Program:	Supported Independent Living (SIL)
Reports to:	SIL Development Manager	Supervises:	This role supervises a team of support staff.
Internal Liaisons:	Executive Team, Leadership Team, Senior Support Workers, Roster Facilitators and office staff	External Liaisons:	Clients and their representatives, NDIS, Service Providers and other community-based organisations.

Position Objective	<p>Team Leaders undertake a range of functions requiring the application of high-level knowledge and skills in all aspects of service development, implementation and review in line with CHSS strategic and operating plans. Team Leaders lead, manage and develop support staff to provide high-quality and values-aligned support to CHSS Clients.</p> <p>The Team Leader oversees the day to day operations of their program/service under general direction from the SIL Development Manager. Team Leaders are required to participate in the Emergency After Hours Roster and may be required to provide some direct supports to clients, the type and amount of this support varies dependent on the applicable program.</p>
Key Responsibilities	<p>Support and manage a team of support staff</p> <ul style="list-style-type: none"> • Work with the Executive team to recruit, interview, select, and employ support staff. • Coach, mentor and develop staff, including overseeing new employee on-boarding and providing career development planning and opportunities. • Provide effective performance feedback through employee recognition, rewards, and performance management in consultation with the Manager, People and Culture. • Create and model a workplace culture that is consistent and emphasises the identified mission, vision, guiding principles and values of CHSS. • Work with other stakeholders, such as rostering and payroll, to ensure they have timely information. • Ensure a reflective practice framework is evident through regular staff supervision at all levels within services and aligns individual efforts with organisational goals. • Ensure staff training and development is prioritised in line with program requirements, individual aspirations and resources available. • Ensure CHSS expectations and requirements are clearly communicated to staff at all levels and reviewed through supervision, team meetings and appraisal systems. • Provide oversight and direction to the employees in accordance with CHSS' policies and procedures. • Ensure rosters are reviewed regularly to ensure efficiency is maximised and direct service provision is balanced against changing service user needs and available resources.

Service provision compliance

- All service users have an annual Individual Service Plan which is monitored regularly to ensure currency. All ISPs are reviewed and reported after 6 months.
- Client and family relationships are maintained and strengthened through genuine efforts to invite and welcome participation and involvement.
- Behaviour management programs are implemented and monitored (as required) to ensure they comply with organisational and contractual requirements. Restrictive practices are utilised only as a “last resort” and have appropriate and current Restrictive Practice Authorisations
- Service quotations, agreements and bookings are completed in alignment with NDIS guidelines, CHSS policies and procedures and within designated timeframes.
- Ensure all practices comply with CHSS Policies and NDIS legislative requirements
- Workplace Health & Safety Standards are maintained, and any existing or emerging requirements are met and documented.

Services and support are developed and improved

- Innovation is fostered by the development and support of new and improved methods of service delivery
- Opportunities for increased levels of client community participation are pursued in a variety of ways including the development of alliances and partnerships with government and community agencies, business and community members
- Approaches to service delivery are flexible and respond to changing needs and circumstances

Information systems are developed and maintained

- Ensure integrity of service information and that systems are maintained. E.g. Client information system is accurate and current, and data is harvested and converted into reports as required
- Generate reports at regular intervals and on time, detailing the status of services (e.g. ISP’s current, health reviews current, RPA’s, risk management reviews, rent reviews, work method statement reviews, staff appraisals etc)
- Ensure property and/or equipment registers and management systems are maintained.
- Maintain accurate human resources information systems (e.g. supervision, staff appraisals, performance management)

Resources are managed effectively

- Program hours are monitored against billable hours and necessary adjustments are planned, negotiated and implemented in collaboration with management
- Staffing and program costs are monitored to ensure equity, transparency and to maximise efficiency

Risk management systems are developed, implemented, monitored and reviewed

- Timely responses are made to incidents and accidents
- Systems exist to identify and respond to potential risks
- Regular Fire Drills are implemented

Program policies are developed, implemented, monitored and reviewed

- All stakeholders are kept informed of program policies and progress on a regular basis

	<ul style="list-style-type: none"> • Oral and written communication reflects professionalism and sound ethical practice • Feedback is sought from stakeholders and incorporated into program planning <p>General Responsibilities</p> <ul style="list-style-type: none"> • Work with Senior Support Workers and the Leadership team to coordinate functions, events promotions that support organisational and operational objectives • Perform other duties and responsibilities, as assigned, having regard to the position holder's, experience, competency and the scope of a Level 5 (SCHADS Award) role <p>Outcomes are maximised through the application of personal qualities</p> <ul style="list-style-type: none"> • Staff team is developed with a commitment to shared organisational values • Initiative is demonstrated in anticipating and responding to trends and events • Organisational values are demonstrated in the planning and delivery of outcomes • All actions reflect credibility and ethical practice
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Essential Selection Criteria	<ol style="list-style-type: none"> 1. Demonstrated service leadership/coordination experience including budgeting demonstrating the delivery of successful outcomes for clients. 2. Demonstrated working knowledge and understanding of the National Disability Insurance Scheme (NDIS) and experience utilising a range of community-based supports to achieve client goals. 3. Experience in successfully leading and managing a team of values-aligned staff. 4. Demonstrated ability to work effectively in a busy environment and complete administrative tasks within designated timeframes with accuracy and high attention to detail. 5. Highly developed written and verbal communication skills including the ability to develop and maintain positive relationships with clients and their representatives. 6. Proficient use of IT systems including Microsoft, Outlook, Excel, internet, email and client management systems. 7. Current Drivers Licence and the ability to obtain and maintain a clear Working with Children Check and National Police Clearance.
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Attributes	<ul style="list-style-type: none"> • Resilience • Commerciality • Collaboration • Honesty • Values driven • Service driven
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Qualifications /Certifications – Certificate IV or tertiary qualification and or equivalent experience

Standards of behaviour

<p>Equal Employment Opportunity “Respect”</p> <p>Work Health & Safety “WH&S”</p> <p>Code of Conduct</p> <p>Policies & Procedures</p> <p>Confidentiality</p>	<p>CHSS employees are expected to:</p> <ul style="list-style-type: none"> • Contribute to the efficient functioning of the team in order to meet CHSS objectives. • Demonstrate and comply with professional workplace behaviours, CHSS Code of Conduct, Policies, Procedures and Confidentiality requirements. • Participate in the planning, development and review of performance objectives associated with the role. • Comply with CHSS Equal Employment Opportunity by treating all others with respect and consideration. • Take reasonable care to ensure your own health and safety at work and that of any other person, and by co-operating with management in the keeping of a safe work place. • Work with integrity at all times in a way that meets the cultural expectations and values of the organisation
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CHSS culture

<p>Employees are expected to act responsibly and in the best interest of CHSS – our Stakeholders, members, and all employees</p>	<p>Respect Is evident in everything we do. Respect is demonstrated in all dealings with customers, stakeholders and the community.</p> <p>Relationships Fundamental to positive outcomes. We maintain an emphasis on people above systems. Networks, partnerships and alliances are utilised to drive outcomes, sharing ideas, expertise and enthusiasm.</p> <p>Positive Image We ensure positive perceptions are generated in the community and that the value and contribution of all people is recognised.</p> <p>Professionalism Should be expected at all levels in CHSS. Our staff are equipped and committed to provide high quality support and care. Our support is reliable and leadership, effective communication and initiative is evident at all levels.</p>
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Please acknowledge that you understand this position description by signing both copies, one copy should be retained by yourself and the other copy is to be returned to the Human Resources department.

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Employee

Date