

Position Description



Title	Team Leader Supported Independent Living
Business Unit	Disability
Location	12 Thornley Street Horsham, VIC, 3400
Employment type	Ongoing Full Time (76 hours per fortnight)
Reports to	Manager Disability and Mental Health

1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

2. Position purpose

The Team Leader Supported Independent Living (SIL) provides team leadership and support, employee supervision, direction for employees on day to day basis, oversight of the SIL property operations and develops staffing rosters.

The Thornley Street SIL Residential Service provides a home for the residents, and this position is to ensure that residents feel safe and respected, with their rights and freedoms upheld and that residents are given choice and control over their lives. This position leads a team of employees to actively support residents to engage in meaningful, personalised activities, develop and/or maintain living skills and access the community, and to see that Thornley Street feels like a home. The Team Leader is to ensure that services provided abide by the NDIS Quality & Safeguarding Framework and Code of Conduct.

3. Scope

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Budget:

- \$1.3m

People:

- 13 Residential Support Workers (including full-time, part-time and casual)

4. Relationships

Internal:

- Manager Disability and Mental Health
- Senior Disability Workers
- Disability Support Workers
- Senior NDIS Project Officer
- Other Uniting staff
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External

- External Support Coordinators
- NDIA Local Area Coordinator
- SIL resident families and/or carers
- Other services and service providers involved in the care of the residents (eg. GPs, hospital, pharmacists etc)

5. Key responsibility areas

Service delivery

- Provide practice leadership and a professional approach to the delivery of a contemporary, individualized, community based, inclusive model of care in residential support.
- Ensure the safety and rights of residents are maintained and supported at all times.
- Undertake personal care relating to residents personal hygiene and well-being as required.
- Perform various domestic and household duties within the residents home where required.
- Oversee medication administration, including training / refresher training for all Support Workers, to ensure that procedures are followed.
- Continually assess the individual and group needs of residents and the relevance of and compliance with NDIS plans.
- Participate in the Uniting on call (after hours) roster.
- Provide senior shift support to staff, manage client behavioural issues and seek to ensure staff coverage across shifts.
- Provide mentoring support to Disability Support Workers and oversee supervision of these staff members.
- Work with other Uniting staff on the development of Individual care plans.
- Management of staff rosters, ensuring they are meeting client needs, compliant with the MEA, and meeting budget and funding requirements.

Administration and finance

- Oversee and maintain accurate, timely and professional client file documentation as per the requirements from Uniting Vic Tas, funding body requirements and all other relevant policies and procedures across Disability and NDIS services.

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- Monitor and maintain the program budget with support from the Manager and the Financial Analyst, including monitoring NDIS income and following up unpaid invoices.
- Ensure NDIS billing for SIL is completed regularly and kept up to date.
- Contribute to the achievement of quality improvement, both in terms of individual and program performance by encouraging an environment where high quality work is achieved and supported by the adherence to/development of quality systems documentation.

Quality and risk

- Ensure that all policies and procedures relevant to program oversight and service delivery are adhered to by all employees while supporting residents.
- Participate in the local Uniting Work Health Safety committee meetings.
- Maintain a relevant risk register and ensure appropriate risk mitigation strategies are adopted and followed.
- Ensuring our service is adhering to the NDIS Quality and Safeguarding Framework and NDIS Code of Conduct.

People and teams

- Establish, lead, coach and inspire an engaged and productive team.
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Lead the team in best practice and effective process governance .
- Promote and maintain a positive, respectful and enthusiastic work environment with collaborative working relationships.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety).
- Foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.
- Ensure compliance and adherence to all Restrictive Practice guidelines and reporting requirements.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.

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- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management.
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

6. Person specification

Qualifications

- Certificate IV in Disability Support (or able to complete within the first 12 months of employment).

Experience

- Demonstrated experience in the Disability, Residential Services and/or NDIS service delivery fields.
- Familiarity and understanding of restrictive practice guidelines.
- Experience in leading teams will be highly regarded.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values - Imaginative, Compassionate, Respectful and Bold.
- Ability to convey warmth, openness, empathy and concern for the welfare of clients.
- An understanding of the issues related to marginalised groups and a commitment to working with these groups.
- Ability to collaborate effectively with clients, families, colleagues, stakeholders and other service providers.
- Demonstrated knowledge and understanding of the National Disability Insurance Scheme including SIL.
- Demonstrated knowledge and understanding of the NDIS Code of Conduct and Zero Tolerance Framework.
- Demonstrated understanding of Restrictive Practice guidelines and reporting requirements.
- Proven ability to effectively engage, motivate and manage a team.
- Demonstrated ability to effectively solve problems and manage / resolve conflict within a team.
- Demonstrated high level written, verbal and interpersonal skills.
- Proven record keeping, reporting and time management skills.
- ICT literacy in using a range of relevant computer programs and systems (including Office 365).

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

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8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		