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Position Description

Team Leader

Last revised

12 March 2021

Purpose

The purpose of this position is to provide remote practice support to a team of Wellbeing Facilitators to deliver high quality, community-based supports to our customers.

The position also includes an optional small component of direct customer facing work, to support the Team Leader's ongoing professional development and practice. This means you could have your own caseload to manage, providing consistency of support for the customer and routine for you.

Key Responsibilities

A Team Leader is responsible for supporting the frontline workforce to deliver high quality, community-based supports to our customers. This includes:

Service Delivery

- Ensuring services are provided in a timely, accessible, inclusive, non-discriminatory, recovery-oriented and responsible manner to customers.
- Coordination of frontline workers in the event of staff absence or departure, to ensure continuity of service for affected customers.
- Managing and delivering a direct service to a small number of customers to ensure practice experience is maintained.
- Managing the customer referral process, including matching frontline workers to people who are seeking a Candella service.
- Responding to incidents and resolving customer complaints in a timely and considered manner.



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Team Development:

- Recruiting and onboarding staff.
- Providing supervision, coaching, motivational interviewing, and ongoing recovery-oriented practice development to staff.
- Providing regular feedback to staff and managing performance issues as they arise.

Service Quality:

- Seeking feedback from staff, customers, and other stakeholders, and using that feedback to improve service quality.
- Reporting to their line manager in relation to the service performance.
- Overseeing the quality of services, including risk management and OH&S.
- Contributing to and undertaking projects focussed on continuous improvement where required.
- Ensuring services are delivered in line with company policies, procedures and within the NDIS Practice Standards and Code of Conduct.

Collaboration:

- Identifying, initiating, and establishing new stakeholder relationships.
- Collaborating with external stakeholders, to build strong working relationships.
- Collaborating with key internal stakeholders to ensure an effective service is provided to customers.

Position Objectives

An effective Team Leader plays a significant role in contributing to the following outcomes:

- Ensure best practice standards are delivered to customers.
- Build workforce capabilities through a coaching approach.
- Maintain positive stakeholder relationships.
- Positively influencing Candella's workplace culture.

Position Expectations

Essential - Attributes:

- You demonstrate a positive, non-judgmental, non-discriminatory attitude towards people who experience mental health issues and other forms of disadvantage;



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- You see and treat people as individuals and do not make assumptions about them or prejudge them on the basis of their diagnosis or their belonging to a marginalised group or community;
- You have a genuine interest in the fundamental purpose of Candella and the delivery of safe, high quality, person-centred supports;
- You have a desire to work in alignment with and promote Candella's core values:
 - Human
 - Capable
 - Effective

Essential - Skills and Qualifications:

We are looking for applicants who can demonstrate:

- Prior experience in a leadership role within the community sector
- Prior experience in the mental health/ community sector
- Understanding of recovery-oriented, community-based mental health services
- Understanding of the broader social services system
- Understanding of the National Disability Insurance Scheme

Preferably, but not essential, relevant training/education, such as:

- A degree in Psychology, Social Work, or related field
- A Cert IV in Mental Health, Frontline Management or related field
- A certificate in Standard Mental Health First Aid (MHFA)

Other requirements:

- Own laptop and mobile phone to be used for work purposes (portions can be claimed back on tax)
- Proof of identity
- Current Full Australian driver's licence
- Registered, insured, well-maintained, roadworthy vehicle suitable for completion of the duties of this position
- Right to work within Australia
- Other checks and requirements as required for ongoing compliance with applicable laws, regulations, and quality standards

This position is required to undertake an NDIS Worker Screening check, inclusive of a National Police Check and where appropriate, a Working with Children Check