

Role Description

Team Leader – In-Home Services

Role Title: Team Leader – In-Home Services (TLIHS).

Role Type: Full-Time service leadership team member. 4 days on, 4 days off roster.

The TLIHS role requires the use of a range of hands-on, administrative, and team leadership skills within a busy, inclusive and caring service.

Responsibilities:

- Adhere to organisational code of conduct, policies, procedures, and guidelines.
- Adhere to the NDIS code of conduct.
- Demonstrate leadership in promoting and providing Active Support for clients.
- Provide administrative and support work as required reporting to Client Services Coordinator
- Regularly report role and service related information through organisational line management.
- Participate in the implementation, monitoring and review of policies, procedures, and other continuous improvement initiatives.
- Provide general guidance and directives to workers supporting clients in their homes.
- Conduct Workplace Meetings and Client Feedback Meetings, prepare and distribute notes to appropriate stakeholders.
- Monitor, provide mentoring and review casuals, trainees and regular worker performance in collaboration with the Client Services Coordinator and Workforce Development Coordinator, and report on training and development requirements.
- Provide checks on basic participant related documentation such as medication signing sheets, individual daily routines and follow up as needed.
- Oversee daily cleaning of equipment and environment.
- Maintain consumables stock levels (stores, first aid supplies, PPE) and advise administration of ordering requirements.
- Communicate directly with families, advocates and other key stakeholders to address basic issues and maintain effective relationships e.g. Housing NSW, Real Estates and to and.
- Regularly check that workers have entered progress notes on the Client Information Management System in accordance with Tulgeen's Defensible Documentation Training.
- Timely, accurate, appropriate reporting of all client incidents in Cimsability system.
- Support Client Services Coordinator to undertake Mandatory Reporting Responsibilities.
- In collaboration with the Client Services Coordinator prepare and distribute documentation for complex appointments (CHAP's, Hospital admissions) as directed by the Client Services Coordinator.
- In collaboration with the Client Services Coordinator facilitate and attend meetings as required (NDIS, Client Reviews, Allied Health, Behaviour Support Specialists).
- Assist the Client Services Coordinator to develop formal written complex task competencies.
- Facilitate and maintain formal written competencies for all workers within the team.
- Attend On-Call duties as rostered.
- Maintain a good standard of hygiene and cleanliness in participant's homes.
- Ensure all obligations are met in relation to all COVID-19 regulations/guidelines.
- Oversee vehicle cleaning & maintenance in conjunction with the Environmental Coordinator.

Locations: Tulgeen service locations within Bega NSW; Elliot Lane, Fairview Street, Satellites, and Maple Court.

Reporting: Reports directly to the Client Services Coordinator with occasional reporting to the In-Home Services Manager.

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Experience/Knowledge:

- 2 years previous experience working with participants requiring complex care and Positive Behavioural Support.
- Knowledge and application of the *National Standards for Disability Services*.
- Knowledge and understanding of 'Restrictive Practice' and the related compliance requirements.
- Knowledge and understanding of '*Quality and Safeguarding Framework*' and the related compliance requirements.
- Organised and able to effectively prioritise work and meet deadlines according to the requirements.

Minimum Qualifications:

- Certificate III in Disability or Allied industry Certificate
- First aid certificate.
- Mandatory Behavioural Support Training

Essential Requirements:

- NDIS Worker Check
- Working With Children Check
- Current NSW Drivers Licence
- First Aid
- Willingness to attend as rostered; 4 days on, four days off in continuum.

Performance Goals:

- Complete scheduled and directed tasks on time.
- Adhere to organisational policies and procedures.
- Maintain and apply knowledge of complex care and behavioral supports with person centered approaches.
- Take full responsibility for the principle requirements as defined for the role.

Community	Professional	Communication
Maintains basic awareness of disability services industry, current community issues & knowledge of relevant organisations. Demonstrates a commitment to social inclusion.	Observes the Code of Conduct. Models organisational values. Takes full responsibility for work as defined for the role. Works collaboratively with others & shares skills & knowledge.	Actively listens to colleagues & passes on information appropriately. Writes accurate, clear & informative communications. Consistently articulates clear and respectful messages to colleagues.
Respect	Change	Compliance
Demonstrates sensitivity & respect for diversity in participants and workers. Respects participants and worker confidentiality & dignity. Demonstrates commitment to equality and social justice.	Maintains a positive approach to change & adapts to new & different ways of working. Takes advantage of opportunities for learning & growing skills. Actively contributes ideas for improved ways of working.	Ensures health and safety of self & others in the work environment. Contributes to the identification of risks and hazards in the work environment. Contributes to identification of asset and systems faults, in own work context.

Personal Attributes:

The personal attributes & behaviours listed below are necessary to succeed in this role:

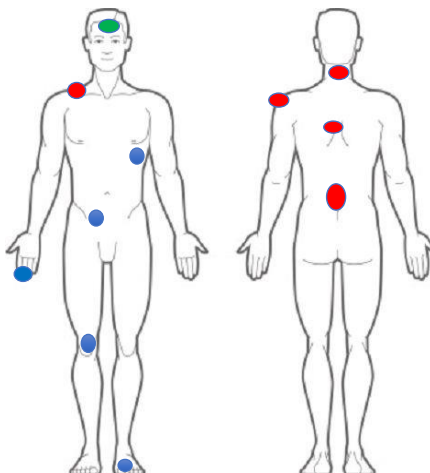
Collaborative	Flexible	Positive	Self-disciplined
Works well with others to achieve common and individual work goals.	Adapts well to changes in the work environment and work priorities.	Is optimistic. Remains focused during difficulty. Demonstrates initiative.	Manages own time well to achieve work outcomes. Avoids unproductive distraction & diversions.
Culturally aware	Confidential	Inclusive	Ethical
Respects and values diversity in all its forms.	Respects confidentiality. Is trustworthy with personal and organisational information.	Is communicative to all. Recognises the rights of others.	Has integrity & principles. Is consistently truthful.

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Role Demands:	Team Leader IHS – Tulgeen
Work Hours:	Regular shift schedules with infrequent on-call attendance.
Attendance Duration:	Hours as per rotating roster.
Work Environment:	<p>Predominantly - Busy team based work environments involving High Needs Supports and home based Personal Care, Community Access transport, medical and supported leisure activities.</p> <p>Desk locations for administrative duties.</p> <p>Other locations as occasionally required to meet the role requirements.</p>
Overview of Movements required for the role	<p>Support Work Duties: Walking, sitting, standing, driving, sustained postures, bending, lifting, carrying, loading, reaching, twisting, squatting, kneeling, pushing, pulling, driving, opening doors & windows, assisting Clients with personal care, showering, toileting, mobility and wheelchair support, transitioning and transferring.</p> <p>Leadership/Admin Duties: Direct supervision and leadership of operational support team. Office based administration duties. Computer based communication and information management.</p>
Known Hazards:	<ul style="list-style-type: none"> • Uneven surfaces • Slippery surfaces • Extension - loading equipmt • Bend/squat - personal care • Kitchen hot surfaces • Cleaning products • Psychological demands • Loaded movements • Client demand behaviours • Client assaultive behaviours • Bed making • Vehicle - entry/exit • Lift/carry laundry • Human waste
Equipment needed to complete task/role:	<ul style="list-style-type: none"> • Personal Protective Eqpmnt • Motor vehicles • Commodes • Cooking appliances • Support furniture • Dishwashers • Wheelchairs & lift platforms • Vacuum/mop • Lift devices and slings • Ramps, doors, paths gates • Washing machine/dryer • Computer/workstation
Notes:	<ul style="list-style-type: none"> • Adverse physical demands encountered during administration work relate mainly to sustained postures and repetitive tasks associated with computer work. • The work environment is busy with many stakeholders interacting with Team Leaders, this can present psychological demands. • Regular short walk-breaks are essential for managing physical and psychological demands.

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Possible areas of injury	
Lower back strain	
Neck strain	
Shoulder strain	
Chest/Abdominal strain	
Psychological ●	
Postural Strain	

Task Analysis

I = Infrequent	intermittent activity exists for a short time on a very infrequent basis
O = Occasional	exists up to 20% of the time
F = Frequent	exists between 20% and 60% of the time
C = Constant	exists for more than 60% of the time
R = Repetitive	repetitive movements for majority of the shift 80%-100%

PHYSICAL DEMANDS	FREQUENCY				
Sitting – seated position to perform tasks/Driving	I	O	F	C	R
Standing – posture throughout activity	I	O	F	C	R
Walking – regularity and surface	I	O	F	C	R
Bending – forward bending to perform tasks	I	O	F	C	R
Trunk Twisting – while sitting/standing to complete tasks	I	O	F	C	R
Kneeling – posture to complete tasks	I	O	F	C	R
Squatting/Crouching – posture to complete tasks	I	O	F	C	R
Climbing Stairs/Steps	I	O	F	C	R
Lift/Carry – Average Weight range: <5kg to 15kg	I	O	F	C	R
Reaching – forward reaching/overhead reaching	I	O	F	C	R
Pushing – move objects away from the body	I	O	F	C	R
Pulling – move objects toward the body	I	O	F	C	R
Grasping – fine motor skills, regular use of hands – tools, machinery	I	O	F	C	R
Driving – Assisting Vehicle entry/Exit – Equipment security	I	O	F	C	R