

P O S I T I O N D E S C R I P T I O N

Position Title	Senior Practice Lead (Team Leader)
Reporting To	Service Manager
Employment Status	Full-time, Maximum Term Contract
Classification	Consumer Service Deliver Level 4
Team/Service	Sustaining Tenancies – Penrith
Direct Reports	N/A
Date	January 2022

PROGRAM & POSITION OVERVIEW

This position will oversee the Sustaining Tenancies in Social Housing (STSH) program at the Penrith site. The STSH program is aimed at working with clients whose tenancies are considered at risk that are referred by DCJ Housing. The program will assist the clients in understanding their needs and developing collaborative support plans to address their needs and the risk factors associated with their tenancies. The key responsibilities of this role will be the establishment and implementation of the STSH program as well as the ongoing management. This includes supervising a small team of Community Rehabilitation and Support Workers, engaging key stakeholders, working in close partnership and joined up working approaches with WSNBM DCJ teams and delivering support to a small caseload of clients. The Senior Practice Leader will have strong leadership capability, excellent casework skills and ability to coach and mentor staff in this area, an understanding of reporting requirements and experience from similar programs to draw upon.

THE POSITION

Key position Responsibilities, Duties and Accountabilities

- Provide coaching and mentor Community Rehabilitation and Support Workers, Peer Support Workers and Operational Support staff at a practical level with a focus on applying the Collaborative Recovery Model
- Lead and participate in reflective practice through team meetings, decision-making processes, service planning session, supervision and staff development activities
- Provide direct support to consumers as required
- Oversee the delivery of various group programs, including educating staff on the key elements of the program and take a lead role in facilitating the program

- Where required and in collaboration with the Service Manager and other staff, co-ordinate the initial needs assessment and intake of all consumers into the service
- Build capacity and resources for staff to support consumers in their test for NDIS eligibility
- In collaboration with the Service Manager coordinate the initial needs assessment and intake of consumers into the service
- In conjunction with the Service Manager, participate in partnership development and activities with Local Hospitals, Health service and other organisations that aligns with Neami's strategic directions
- Encourage and support consumer participation at all levels of program planning and delivery in conjunction with all staff members of the Neami site
- Coordinate rostering and submission of timesheets for the team
- Perform staff probation assessment, annual performance reviews, and a corresponding training and development plan
- Participate in development opportunities, especially in areas of service operation, i.e, budgeting skills, reporting, and HR related activities
- Ensure records management obligations are met, in accordance with Neami National policies and procedures. This includes the retention of hardcopy and/or electronic records and ensuring files are accurate and kept up-to-date.
- Commitment to understand service consumer data requirements and to collaborate with consumers to gather relevant data.
- Consideration of individual and aggregated consumer data to inform practice and continuous service improvement.
- Ensure records management obligations are met, including the proper retention of hardcopy and/or electronic records and ensuring files are accurate and up-to-date.
- Ensure records management processes are followed, including the supervision of files and facilitating training when required.
- Foster a culture of learning and evaluation founded on routine monitoring and evaluation activity.
- Commitment to generate knowledge through fostering research and evaluation activities.
- Use of routine data (quantitative and qualitative) to monitor consumer experience, change and service impact over time.
- Commitment to involvement of people with relevant lived experience in the selection and operationalisation of measures of consumer outcome and experience.
- Capacity to read and interpret analysed consumer data reports and translate learnings into practice.
- Use of data aggregated at service, regional, state and national levels for learning, strategic planning and decision making, advocacy and promotion.

ORGANISATIONAL ACCOUNTABILITIES

- Act at all times in accordance with the Neami National code of conduct
- Work in accordance with Neami National policies and procedures, including adhering to policies on Privacy and Confidentiality and Records Management
- Follow safe work practices for self and others and comply with Neami National Occupational Health and Safety management processes
- Ensure risks are identified, reported, documented and appropriately managed in accordance with Neami Group policies to ensure safe and effective services.

- Proactively work towards achieving individual and team goals, whilst demonstrating Neami National core competencies and values
- Actively engage in Professional Development opportunities and embrace learning opportunities
- Take an active role in promoting and generating quality improvements processes within your area of responsibility and more generally across the organisation
- Have a commitment to promoting a diverse and inclusive environment for all staff, consumers and carers.
- In addition to the position description accountabilities, all staff are expected to undertake any reasonable tasks as directed

THE PERSON

Experience, Knowledge, Qualifications, Skills and Attributes

Essential

- A valid and current Australian Drivers License
- A valid and current Working with Children check
- Demonstrated ability to motivate and empower team members through coaching and mentoring to identify development goals and strategies for achieving them
- Uphold ethical behaviour, consistent with the values of honesty, fairness, responsibility and hope
- Demonstrate integrity, credibility and foster open communication
- Positively listens and consults with others to proactively address conflict
- Demonstrates an interest and understanding of others and relates well to people at all levels
- Demonstrates self-awareness and ability to reflect and handle feedback well and learn from it
- Proven ability to work autonomously with minimal supervision and to prioritise multiple tasks to meet conflicting deadlines.
- Proven ability to maintain confidentiality and build trust to deal with sensitive and difficult situations in a diplomatic manner
- Ability to work productively in a fast paced, changing and agile environment
- Ability to establish respectful professional relationships that have clear boundaries with consumers, staff and partner organisations
- Ability to adapt communication style to meet the needs of a diverse range of people, and identifies changing needs within a group

ACKNOWLEDGEMENT OF POSITION DESCRIPTION

This position description is current at date of approval. It may change from time to time to reflect operational needs and changes to organisational reporting relationships.

By signing your employment agreement, you acknowledge that you have read, understood and accept the responsibilities and accountabilities as outlined above in this position description.