

## 1. POSITION DESCRIPTION

**JOB Title:** Team Leader Youth & Disability Services

**JOB TYPE:** Full time, Ongoing

**LOCATION:** 24 HPCA Head Office (13 –15 David Street, Dandenong)

**SUPERVISOR/MANAGER:** General Manager

**AUTHORITIES:** One Direct Report - Area Manager, All authorities relevant to office and business

## 2. PRIMARY PURPOSE OF THE ROLE

The Team Leader Youth & Disability Services will be an important member of the operations team leading a range of services and programs provided by 24HPCA, including planning and maintaining systems for operating efficiency; and managing staff for optimum performance and providing professional, trained and culturally informed Residential and Disability Support Workers to our Disability and Community Services Organisation clients.

The Team Leader Youth & Disability Services will supervise staff, manage budgets, and work closely with the community and stakeholders to ensure the best outcomes for the vulnerable people and youth we serve.

The role is responsible for delivery and continuous improvement of high-quality person-centred service to clients and participants aligned to 24 Hour Priority Care Australia's (24HPCA) Vision, Mission and Values.

## 3. KEY ACCOUNTABILITIES/ RESPONSIBILITIES

### Service Growth:

- Build relationships and establish strategic partnerships and networks to identify opportunities for marketing and promotion of 24 HPCA services and drive the organisation's business growth.
- Develop and maintain networks and partnerships to generate effective communication channels with new and existing clients and markets.
- Active involvement in obtaining placements for new and existing high needs residential placements in line with the strategic plan within areas of responsibility; manage and monitor Area Manager(s) to achieve agreed targets, goals and objectives; provide coaching to Area Manager(s) to forecast the Areas needs for workforce planning, resources and financial planning.
- Quickly apply effective strategies to turn around an Area in a downturn, including the effective utilisation of partners and support functions to improve the Area's viability.
- Develop and maintain growing relationships with NDIS, LAC partners and other referral streams, maintain a comprehensive database of potential clients, key contacts and key business stakeholders and measure new business achievements.

### Service Delivery:

- Work collaboratively with General Manager, Operations Manager, Area Manager(s), and other service functions to improve service delivery.

- Seek ways to improve service delivery and compliance using review, feedback, reporting, assessment and evaluation criteria for service delivery, risk management, financial requirements, licensing and compliance.
- Seek to have an input into the development of policy and processes that improve service delivery and outcomes for vulnerable participants and young people, stakeholders and employees.
- Operations Manager, and Area Manager(s) lead and coordinate the development of strategic, business and operational plans for new 24 HPCA Services.
- Report in a timely manner and proactively address serious breaches in service delivery; progress timely corrective action and escalate issues where policies, procedures or internal controls are being ignored or breached.
- Lead the development and review of Disability and Residential support practices and drive the implementation, compliance, and successful outcomes of these via collaboration to contribute to a best practice and cohesive operations team.
- Collaborate with all regulatory and departmental stakeholders – ensuring professional frameworks and approaches are in place across all services and programs.
- Provide Area Manager(s) with opportunities for learning, coaching and development; seek feedback, consultation and conduct monthly supervision with relevant Area Manager(s) and relevant operational team members.
- Engage with internal stakeholders and team members in a change management approach to support service integration and new service implementation.
- Create a values-driven, safe employment environment that attracts, engages and retains skilled employees.
- Provide effective performance management and compliance with relevant legislation, standards, and 24 HPCA Policies. Actively provide coaching to direct reports in relation to employee relations & recruitment through one to one coaching, and real-time exposure to issues pending.
- Lead the partnership between the Quality, Risk and Incidents team, People and Culture team and Operations team; lead the coaching and development for Area Manager(s) to deal with complex employee relations issues/risks/concerns.
- Work with People and Culture team and other 24HPCA leaders and managers to arrange induction of new Operations Team staff members, students, and volunteers.
- Fulfilling reporting requirements in relation to the young people and workers, including case management, safety plans, positive behaviour plans and other legislative requirements.
- Comply with all legislation, regulations, acts and codes; ensure sufficient knowledge/awareness by keeping informed and up to date - e.g.: workplace health and safety; anti-discrimination, privacy, child protections, sex discrimination, racial discrimination, human rights and equal opportunity and relevant legislation to employ applicants on work visas.
- Supervision of a team of Residential & Disability Support Worker professionals, facilitation of team meetings, supervision and performance management, where necessary.
- Support Residential & Disability Support Workers via after hours on-call manager rotation.
- Identify and/or contribute to business improvement change consistent with key business initiatives.
- Conduct resource scheduling in the business unit by collecting resourcing data and providing analysis and recommendations to the General Manager and Directors.

#### **Quality, Risk & Incidents:**

- Provide professional operational support for incident and risk management.
- Ensure there are systems, policies, and procedures in place for risk mitigation, continuous improvement and accreditation compliance ensuring enhancement of outcomes for clients.

- Monitor the well-being of participants, clients and stakeholders to address any concerns or complaints quickly and effectively in line with the 24 HPCA Feedback and Complaints procedure.
- Ensure Consumer Directed Care principles are embedded in the service delivery approach and there is a strong emphasis on consumer participation and feedback.
- Develop policies and procedures to support the 24 HPCA Services portfolio.
- Promote a performance culture within the 24 HPCA Services portfolio including a strong commitment to client outcomes and employee experience.
- Pursue a continuous improvement innovation approach by conducting regular client service reviews.
- Collaborate with the Quality, Risk and Incident team to provide support to the quality outcomes of the 24 HPCA Services team.
- Monitor program performance against KPI's, reporting trends and recommending responsive actions.
- Ensure that all legal and regulatory compliance issues and responsibilities are identified, monitored, and reported in a timely, effective, and comprehensive manner.
- The position is required to actively participate in risk management, accreditation and quality improvement processes, procedures, systems and initiatives, including reporting and managing risks, incidents and feedback in a timely and responsible manner.
- Follow all mandatory reporting processes and ensure relevant teams follow the Hazard, Risk and Incident Reporting process.
- Report any incident or hazards to the relevant Manager or Supervisor for follow up action.
- Ensure you are not affected by alcohol or drugs, to endanger your own or any other persons' health and safety.

#### **Financial Management:**

- Develop and manage budgets for each disability or residential home to ensure financial health.
- Track and report on expenses for each house and service, identifying and proposing ways to save money while maintaining or improving quality care.

#### **Community Engagement:**

- Build strong relationships with youth, families, and community partners.
- Represent the organisation at community events to promote our services and programs.
- Collaborate with local agencies to enhance support for the vulnerable participants and youth we serve.

#### **Reporting:**

- Ensure all contractual and regulatory compliance reporting obligations are met.
- Provide reporting on the 24 HPCA services portfolio including but not limited to clients, financial, resource, risk and compliance.

#### **Professional Responsibility:**

- Abide by and adhere to the organisation's human resource policies and procedures and Employee Code of Conduct & Practice.
- Contribute to a harmonious workplace and carry out duties in a cooperative and respectful manner that recognises the role of other team members in the delivery of quality services.
- Actively contribute to the establishment and maintenance of constructive relationships within the 24 HPCA Services team, the corporate office, the wider organisation and with external stakeholders.

- Communicate in a clear, concise and accurate manner, whilst respecting the opinions and suggestions of others

### **Occupational Health and Safety**

24 HPCA is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces. In achieving and maintaining healthy and safe workplaces we will apply best practice in OHS in accordance with statutory obligations.

All 24 HPCA employees are required to:

- At all times take reasonable care of their own health and safety and for that of others in the workplace in accordance with legislative requirements and the company's OHS policies and procedures.
- Take reasonable care that their actions or omissions do not adversely affect the health and safety of themselves and others.
- Follow reasonable instructions including the established code of conduct.
- Respond to all incidents and injuries in accordance with IEG and 24HPCA's procedures and practices.
- As required participate in the development and implementation of specific OHS hazard and risk management strategies.
- Ensure you are not affected by alcohol or drugs, to endanger your own or any other persons' health and safety.

### **Child Safety Statement:**

24 HPCA is committed to child safety.

We want children to be safe, happy and empowered.

We support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

### **Diversity and Equal Employment Opportunity**

24HPCA is committed to inclusiveness, allyship, and in protecting the human rights of its stakeholders, staff, contractors, participants, and their families. This includes advocating for the unequivocal freedom from discrimination that belongs to all individuals, irrespective of their sexual orientation, gender identity, capability, race, sex, cultural and linguistic diversity, age, and stage of development.

We welcome people from a diverse range of backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ, people with a disability, as diversity and inclusion drive our success.

### **Feedback & Complaints**

- In consultation with General Manager and Operations Manager, provide support to 24 HPCA clients, young people, participants, and their families by ensuring any queries, comments, suggestions and/or concerns are managed promptly, effectively, and efficiently or referred appropriately according to role level of responsibility.
- Comply with all reporting requirements including incident and NDIS, CIMS and CCYP mandatory reporting.
- Comply with all Privacy Legislation requirements and 24HPCA confidentiality statements when communicating information pertaining to clients, young people, participants and staff and the operations of any 24HPCA facilities or community operation.

- Facilitate awareness of and access to advocates, language services and other methods of raising and resolving complaints in accordance with 24HPCA policies and procedures and within scope of role.

#### **4. SKILLS AND ATTRIBUTES**

- Ability to identify and create relationships within the community services sector and networks in order to build and grow the business.
- Strong business acumen, including project management, budgeting, negotiations, marketing and relationship development skills.
- Demonstrated knowledge and application of business and management principles involved in strategic planning, resource allocation, leadership technique and service delivery methods.
- The ability to lead your teams to deliver strong financial, compliance, and business performance.
- Understanding and working knowledge of all relevant legislation, service and accreditation standards across State and Commonwealth funded Community Services programs, Disability Services and Department of Family Fairness and Housing.
- Strong understanding of client needs, experienced in designing and delivering new programs.
- Capable of developing effective and productive partnerships with funding bodies, key stakeholders and networks to strengthen service capacity to best respond to client needs.
- Highly developed information management and administration skills.
- Ability to maintain equilibrium, make decisions, be flexible in responding to changing priorities, work unsupervised, accept responsibility and act on directives.
- Strong numeracy skills and commercial acumen.
- Well-developed oral and written communication skills, including demonstrated ability to negotiate and resolve issues with clients, partners, suppliers, management and co-workers at all levels.

#### **5. QUALIFICATIONS AND MANDATORY REQUIREMENTS**

- Tertiary qualifications in Management, Business, Allied Health, Community Services or equivalent.
- Valid and current (Employee) Working with Children Check.
- Valid and current Drivers Licence.
- Valid and current NDIS Worker Screening Clearance.
- Valid and current satisfactory Criminal History check (including International where applicable).
- Right To Work in Australia.
- NDIS Workers Orientation Certificate.

#### **6. COMPETENCIES AND EXPERIENCE**

- Experience operating within a Disability and/or Community Services Organisation within a leadership role.
- Demonstrated experience in operations management and administration.
- Knowledge of funding options, availability and requirements (including NDIS and CCYP).
- Change management experience highly desirable.
- Previous experience in providing inspirational leadership for an organisation.
- Minimum of 1-2 years in a similar role within the Disability or Community Services sector.
- Significant knowledge and work experience in working with people with disability.
- Sensitivity to understand and respond to the needs of different audiences.
- A high level of integrity and a sound understanding of appropriate behaviours in the workplace.

## 7. ACCOUNTABILITIES

This position description is not an exhaustive list of responsibilities, and you will be expected to perform different tasks which fit with your skills, abilities and knowledge, as may be necessitated by the changing business environment and the overall objectives of the organisation.

- Act within the area of primary responsibility for this role at all times.
- Ensure the program(s) achieve objectives/participant outcomes.
- Manage all functions and activities in line with funding contracts.
- Direct budget responsibility as per funding contracts and in consultation with your General Manager.
- Actively participate in your own Professional Development Plan as required.
- The satisfactory and timely completion of all delegated tasks.

## 8. ACCEPTANCE OF POSITION

### Acknowledgement:

- **I have read this position description and agree to undertake the duties and responsibilities as listed above.**
- **I understand I am responsible for ensuring I undertake my duties in accordance with the applicable regulatory and legislative Standards.**
- **I understand this position description is subject to review and amendment at any time, as appropriate and approved by People & Culture.**
- **I also acknowledge that I may be required to undertake additional duties and responsibilities from time to time that are not detailed above.**
- **I have read and understood and agree to abide by the 24 HPCA Values, Policies, Procedures and Code of Conduct.**

**Employee Name:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_/\_\_\_\_/\_\_\_\_