



Position Description Team Leader Programs and Community

Award:	Victorian Disability Services (NGO) Agreement 2023
Directorate or Program:	Programs and Community
Reports to:	General Manager
Direct Reports:	Disability Support Workers

Our Vision is to support our participants to live their Biggest Life Possible!

Our values are Capability, Diversity and Equity

Role Description

This position contributes to the day-to-day success of Goulburn Options through the management, leadership and delivery of the Programs and Community team, with management responsibilities and direct reporting to the General Manager.

Leading by example to provide day-to-day coaching, support, and direction to foster and develop an engaged and effective team.

Programs and Community has undergone significant growth, reform and modelling and will continue to be assessed as additional growth or evolution of support models arise, to ensure it remains financially and operationally viable and sustainable. This position is responsible for leading the continued assessment, reform and responsiveness of the service at a team-level.

The Team Leader contributes to the success of Goulburn Options with the delivery of Strategic Directions through effective leadership, participant-focused service provision, team development, operational and service excellence and sound financial oversight and planning.

The Team Leader is responsible for delivering necessary changes to meet the long-term needs of all stakeholders and developing a high-functioning team.

The Team Leader has overall responsibility for the delivery of the Programs and Community Services program in a cost-effective and efficient manner.

Key Role Accountabilities

Service Delivery

- Provide effective individual and service wide communication to participants, family and carers
- Ensure sound clinical and care governance for all program and community participants and service operations
- Provide participant-directed leadership and supervision
 - 100% staff receive group participant case supervision (pro rata FTE)
- Support Program and Community team to identify actions that facilitate service improvement and transformation

- Identify and manage continuous improvement action plans focussed on enhancing participant experience and outcomes and optimising operational efficiency
 - 90-day action plans are implemented
- Coordinate and effectively manage participant intake and referrals in line with service access procedures.
- Monitor team-level service waiting-lists and support timely service access
- Develop and implement communication strategies that enhance operational efficiency and effectiveness
- Effective and efficient rostering of all participants, staffing, programs and resources in line with participants service agreement funding allocation and service model
- Effectively manage team-level activity in line with monthly productivity/hours targets
- Be available outside of standard working hours as per the on-call roster.

Leadership

- Build a culture in line with Goulburn Options organisational values
- Provide direct supervision and performance management to Disability Support Workers that encourages individual commitment and accountability in alignment with Goulburn Options 'Biggest Lives Possible' objectives and Quality Framework, and results of annual plans and key performance indicators.
- Create a culture of service excellence through effective change management
- Instil a culture of high performance with staff supervision and performance reviews
 - 100% staff receive quarterly individual operational supervision (pro rata FTE)
 - 100% staff receive annual development and performance planning and review
- Contribute to Goulburn Options continuous improvement initiatives to maintain optimum service delivery standards and accreditation requirements.
- Contribute to team-level recruitment and selection activities
- Encourage and support staff career development
- Ensure appropriate and timely conflict management
- Establish effective communication strategies within the team and the wider organisation, including the implementation and maintenance of participant care team meetings
- Collaborate and engage with other teams to collectively achieve operational best practice
- Demonstrate flexibility to attend meetings, training, or urgent discussions as required, including outside standard working hours when necessary.

Reporting System, Process and Analytics

- Implement team-level internal audit schedule (e.g. medication, participant file, finance processes)
- Complete team-level reporting accountabilities on schedule
 - Quarterly Annual Plan reporting
- Complete participant reporting accountabilities on schedule
 - Monthly Restrictive Interventions recording and other relevant mandatory reports
- Lead program-level incident and feedback response and review procedures:
 - 100% complaints acknowledged within 3 business days
 - 90% complaints resolved within 30 days
 - 100% clinical incidents investigation commenced within 3 business days

- Continually review and update operational procedures to reflect best, evidence-based practice standards of the service
- Actively use and promote the use of Goulburn Options systems such as Supportability, Etrainu, and Human Resources Information System, Microsoft BI to make informed decisions and continuous improvement actions

Financials, Budgets, Target, Funding

- Identify opportunities to enhance the financial sustainability of Programs and Community Services
- Ensure that all financial transactions are undertaken in line with Goulburn Options policy and procedures and authorisation in line with Delegations of Authority.
- Achieve targets/budgets for Programs and Community services
- Identify suitable funding opportunities and contribute to tender submission
- Identify external opportunities for growth
- Encourage and maintain effective engagement with internal and external stakeholders

Culture, Engagement, Diversity – People Experience

- Demonstrate behaviours aligned with Goulburn Options Values and Code of Conduct
- Create and implement a culture of trust, collaboration and ownership.
- Initiate, complete and promote the value of regular supervision, annual work plans and undertake annual performance reviews.
- Actively participate in and promote all required training, inductions and development. including ensuring the Accommodation and Living team completes all required training and demonstrates skills learnt.
- Initiate team meetings and attend organisationally required meetings in a positive, constructive manner, offering balanced views and seeking solutions.
- Develop team members by taking a genuine interest in their career goals.
- Manage the team to ensure productivity is maximised, including workforce planning, employment arrangements and leave.
- Actively support and demonstrate inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.

Communication, Marketing, Promotion and Community Engagement

- Write regular communication to staff regarding service or program updates and good news stories.
- Participate in the regular development of content for marketing, social media and community engagement activities
- Demonstrate welcoming, engaging participant-centred conversations that builds confidence and trust in the GO brand in the local community
- Utilise GO 'Biggest Life Possible' brand messaging when interacting with the community and GO networks.

Health and Safety

- Take reasonable care to ensure no risk of harm to self and others in the workplace.
- Comply with relevant Occupational Health and Safety laws, standards, safe work practices, policies and procedures and attend all safety initiatives, improvements and training
- Demonstrate safe work behaviours and conduct work in accordance with our safety management system

- Act as a role model by demonstrating safe work behaviours and conducting work in accordance with our safety management system.
- Identify potential risks and hazards in the working environment and respond to them appropriately and in accordance with organisation policy and procedure. This includes immediately reporting any incidents, near miss, hazards, and injuries.

Risk Management and Compliance – Quality and Accreditation

- Ensure documentation meets both National Disability Insurance Scheme Quality Standards, Social Services Standards and Goulburn Options quality requirements
- Participate in relevant internal and external auditing programs.
- Provide useful performance data and feedback to line manager, direct reports and relevant committees and engage staff in identifying and taking appropriate action in response.
- Ensure mandatory medication and attendance records are completed
- Actively identify, monitor, and manage areas of key risk and lead appropriate escalation and response
- Actively monitor and improve the quality and safety of Goulburn Options care and services
- Identify risks as they emerge and proactively address new and known risks
- Commit to partnering with participants to facilitate effective engagement and participation

Child Safety

- All employees at Goulburn Options share a commitment to child safety and wellbeing and are expected to uphold the organisation’s obligations under the Child Safe Standards. In this role, specific responsibilities include:
- Upholding and promoting a child-safe culture that prioritises the rights, safety, and wellbeing of children and young people.
- Understanding and complying with relevant child safety policies, procedures, and legislative obligations, including mandatory reporting and reportable conduct schemes.
- Participating in screening processes appropriate to the role, including NDIS Worker Screening Check and Working with Children Check.
- Responding to concerns or incidents of child harm or abuse in line with organisational procedures and reporting obligations.
- Demonstrating child-safe behaviour in all interactions and modelling respectful, inclusive, and culturally safe practice.
- Actively participating in child safety training and development to maintain knowledge and skills.
- Identifying and managing risks to child safety within your area of responsibility and escalating issues appropriately.
- Direct or indirect contact with children and young people through supports, participant families, or community engagement.
- Supporting staff or teams who work directly with children and young people, including ensuring child safety is embedded in practice and documentation.
-

Goulburn Options Requirements

Current Victorian Drivers Licence	Employee Working With Children Check
-----------------------------------	--------------------------------------

Travel Between sites may be required	NDIS Screening Check Clearance
The Capacity to meet the physical requirements of the role which may include manual handling tasks	

Goulburn Options Desirable

Comprehensive Vehicle Insurance	Current First Aid and/or CPR
Up to date Vehicle Service History	

Delegations

An employee in this Level: Will work under general supervision and will be required to exercise some judgement in regular independent decision making.

Key Selection Criteria

Qualifications

- Tertiary qualification relevant to Disability Service
- Demonstrated experience in NDIS disability service provision, e.g. provision of programs that are centre or community based.
- Demonstrated experience in a leadership position (at least 3 years)
- Demonstrated experience in managing monthly and annual service budgets

Experience & Skills

Leading a team

- Substantial experience in a team management role and ability to communicate and coordinate within and across teams.
- Provides clear direction and support. Manages time, resources, tasks and competing priorities.
- Creates a culture and team environment where people are motivated to be their best and help the organisation achieve.
- Ability to set measurable objectives. Planning well in advance and effectively manage timelines, resources, and costs to execute.
- Well-developed participant directed care skills and demonstrated ability to support a coordinated approach by working with a range of stakeholders to achieve the goals as agreed with participant.
- Experience working as a Disability Service Professional in a community setting including work with participants with disability, aged care or CALD background, particularly an understanding and application of supports for participants with complex communication and high support needs, and those requiring support with behaviours of concern.
- Experience in planning, implementing and evaluating innovative, evidence based, clinical services

Leading Change and innovation

- Ability to work under pressure, remain calm, and work and motivate people through ambiguity and the stages of change.
- An ability to lead and participate in change and innovation.
- Excellent communication skills including an ability to work within an inter-professional framework and collegiate manner with a diverse range of audiences in an informative, engaging and persuasive manner

- Utilises interpersonal skills and tools to establish constructive rapport with participants and families from a variety of cultures, religions and socio-economic circumstances
- Ability to present complex information in an easily understood and accessible format
- High level of energy, initiative and sound judgement and execution.

Participant Focussed (internal and external)

- Excellent at developing, establishing and sustaining interpersonal relationships.
- Builds participant relationships and demonstrated responsiveness to participants needs and wants. (Internal and external)
- Ability to understand the participant needs and deliver the required service
- Ability to work independently and respond to a changing work environment

Quality and Commercial Focus / Planning and being Organised

- Ability to understand the participant needs and delivery the required service considering costs and funding/revenue.
- Demonstrated knowledge and application of quality improvement, risk management and accreditation processes and reporting requirements.
- Commitment to maintaining a high standard and quality of work and ethics

Self-motivated

- Demonstrated capacity to collaborate as part of a diverse team and work autonomously
- Solution orientated and creative thinker
- Ability to plan and execute work independently and meet agreed timelines
- Uses various tool of reporting up, verbal and written

Position Agreement	
I have read, understood, and agree to undertake the position as outlined in this position description.	
Position Holder Name:	
Position Holder Signature:	
Dated:	

Endorsed by:	CEO	Document Owner:	Business
---------------------	-----	------------------------	----------