Position Description

Practice Lead (Programs and Community)

Endorsed by:	CEO	**Document Owner:**	Organisational Management

Award:	Victorian Disability Services (NGO) Agreement 2023
Directorate or Program:	Programs and Community
Reports to:	Team Leader Programs and Community
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

As a champion of contemporary disability service provision and Person-Centred Practice, this position provides both hands-on participant support and outcome-driven assistance to the Team Leader (Programs and Community). The role has a strong focus on implementing disability practice improvement initiatives aligned with the Goulburn Options (GO) 'Biggest Life Possible' Quality Framework, while also building team capability to deliver high-quality services that support the organisation's strategic goals.

This role works in partnership with Disability Support Workers, Service Team Leaders, the Quality Team Leader, and other stakeholders to provide oversight, guidance, and practice advice on service planning, participant outcomes, and the supports needed to achieve individual goals. It also includes advising on strategies and documentation for participants with high support needs and incident management.

This role translates theory into both direct and indirect disability support practice, applying relevant legislation, guidelines, evidence-based approaches, and internal policies to ensure the highest standards of disability practice are achieved and maintained.

Key Role Accountabilities

Service Delivery

- Create, contribute to, implement and monitor individual support plans, behaviour support plans and strategies to achieve the GO objective of each individual living their Biggest Life Possible with meaningful participant outcomes.
- Support the Team Leader to identify and implement service improvement and transformation initiatives.
- Support participants and carers during transition into service, including completing required documentation and providing direct support in line with the service access procedure.
- Support the achievement of positive participant and stakeholder outcomes.
- Work with the Team Leader to manage participant complaints and incidents.

- Support the Team Leader to ensure team-level activity in line with monthly productivity/hours targets.
- Provide direct, billable participant support up to 50% of the role's EFT.
- Maintain effective and timely communication and follow-up with participants, families and stakeholders regarding support, strategies, plans and goals.
- Ensure sound clinical and care governance for all Programs and Community participants and service operations.
- Identify and implement continuous improvement actions focused on enhancing participant experience and outcomes.
- Stay informed of contemporary and evidence-based disability practice (in particular day program and individualised support), and NDIS requirements, integrating these into daily service delivery.
- Coordinate efficient rostering of participants, programs, staffing, and supports in alignment with service agreements and funding allocations.
- Be available outside of standard working hours as per the on-call roster.

Leadership

- Build and promote a culture aligned with GO's values and the "Biggest Lives Possible" Quality Framework.
- Provide participant-directed leadership, supervision, and coaching to Disability Support Workers (DSWs) that promotes accountability and continuous improvement in direct service delivery and program wide.
- Support the writing and implementation of quality program and support plans and coaching of DSW and contribute to processes for monitoring, recording, and evaluating group and individual supports.
- Promote a culture of service excellence by directly coaching DSWs on support delivery, participant goals, and behaviour support strategies/plans.
- 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
- Support induction of new Disability Support workers directly on shadow shifts or indirectly during their induction period.
- Support the Team Leader with recruitment and selection activities
- 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 work hours when necessary.

Reporting System, Process and Analytics

- Complete internal audits as scheduled (e.g. medication, participant files, finance).
- Ensure team-level reporting is completed on time, including quarterly annual plan reporting.
- Oversee timely completion of participant recording and reporting requirements, including participant progress notes, RIDS, seizure and health tracking, to inform mandatory reporting and NDIS plan reviews

- Support timely incident and feedback response and review and action arising from them:
    - 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 contribute to updating operational procedures to reflect best, evidence-based practice standards of the service
- Actively use and promote the use of GO's systems such as Supportability, Etrainu, Employment Hero, Microsoft BI to make informed decisions and continuous improvement actions

Financials, Budgets, Target, Funding

- Support the achievement of operational targets and performance outcomes.
- Monitor and report on program expenditure and identify opportunities to improve financial monitoring.
- Consider financial impact of decisions and alignment to organisational strategy
- Ensure that all financial transactions are undertaken in line with GO's policies and procedures and authorisation in line with Delegations of Authority.
- Support business activities that contribute to budget and target achievement for Programs and Community supports.
- Contribute to the identification of funding and tender opportunities.
- Identify external opportunities for growth
- Encourage and maintain effective engagement with internal and external stakeholders

Culture, Engagement, Diversity – People Experience

- Demonstrate behaviours aligned with GO's Values and Code of Conduct
- Promote a positive, inclusive team culture that supports individual and team development, learning, and accountability.
- Work collaboratively across teams to ensure a holistic participant and staff experience.
- Support the Team Leader in the supervision of DSW in respect of goals or professional development
- Work collaboratively with peers and leaders across the organisation with the share aim of providing a holistic participant and employee experience
- Provide direct coaching and development of team members, including support aligned with the Active Support model and appraisal goals.
- Assist the Team Leader to monitor productivity, workforce planning, and employment arrangements.
- Drive continuous improvement in participant planning and service delivery.
- Support and contribute to a culture of collaboration, trust and shared ownership.
- Facilitate and participate in regular staff supervision, performance reviews, and annual work planning.
- Support the delivery and application of required staff training and development.
- Initiate team meetings and attend other organisationally required meetings in a positive, constructive manner, offering balanced views and seeking solutions.
- Actively support and demonstrate inclusive behaviour with a zero tolerance for any bullying, harassment and inappropriate conduct.

Communication, Marketing, Promotion and Community Engagement

- Write and share regular communication to staff about program updates and successes.

- 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.
- Build partnerships with local providers and community groups to enhance services and program opportunities and support growth (e.g., neighbourhood houses, educators, community groups).

Health and Safety

- Take reasonable care to prevent 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 complies with National Quality Standards, Child Safe Standards, and Goulburn Options quality requirements.
- Support the implementation of the "Biggest Lives Possible" Quality Framework in practice.
- Contribute to internal and external audits and translate findings into improvement initiatives.
- Ensure timely and accurate completion of medication and attendance records.
- Proactively identify, monitor and manage risks, ensuring effective escalation and response.
- Actively monitor and improve the quality and safety of their care and services
- Partner with participants to support quality, safety and engagement in service delivery.

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 Services.
- Extensive experience in NDIS disability service provision, including day and community-based supports.
- Proven experience in program and participant planning, with the ability to translate Person-Centred Supports into practice.
- Strong communication and interpersonal skills, with the ability to develop and maintain productive internal and external relationships.

Experience & Skills

Participant and Practice Focused

- Demonstrated ability to develop and sustain strong relationships with participants, families, carers, and external stakeholders to achieve mutual outcomes.
- Responsive to participant needs, with a clear understanding of how to tailor services accordingly.
- Expertise in implementing contemporary disability practices, processes and improvement initiatives.
- Ability to work both autonomously and collaboratively in a dynamic environment.

Quality, Quality, Continuous Improvement and Commercial Awareness

- Ability to deliver high-quality services that consider participant needs, costs, and funding arrangements.
- Strong understanding of quality improvement principles, risk management, compliance, and accreditation processes.
- Experience applying practice improvement frameworks (e.g. Plan–Do–Study–Act) to service delivery and risk mitigation.
- Ability to interpret and utilise data to identify practice improvement opportunities.
- Skilled at translating quality improvement initiatives into frontline practice and engaging DSWs in the process.
- Capacity to train, coach and motivate teams to deliver consistent, high-quality supports.

Self-motivation and Adaptability

- Proactive in leading and adapting to internal change and continuous improvement strategies.
- Demonstrated commitment to innovation and service enhancement.
- Strong collaboration skills, with the ability to work effectively in diverse teams and independently.
- Effective problem-solving skills, using logical and structured approaches to develop and implement solutions.
- Creative thinker with a solutions-focused mindset.
- Ability to manage time effectively, plan and deliver work within set timelines.
- Confident in verbal and written communication, including structured reporting and escalation when required.

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:	