

Position Description

POSITION DETAILS		
Position Title	Team Leader	
Classification	Level 4 (Social, Community, Home Care and Disability Services Industry Award 2010)	
Reports to (position title)	Client Services Manager	
Delegations	<ul style="list-style-type: none"> • Support Workers • Students and Trainees; and • Volunteers 	
Special Working Conditions	<ul style="list-style-type: none"> • Must have DHS Screening Clearance acceptable by Lutheran Disability Services • Must be prepared to work over a 24-hour, 7-day roster • Current SA unrestricted "C" class drivers' licence or P2 • Must have a smart mobile phone • Prepared to work in a variety of work locations as reasonably instructed by LDS • Ability to work in physically demanding environments 	
POSITION OBJECTIVE		
<p>This position leads and manages a team of staff ensuring the smooth running of the house operations so that clients are supported to be and live as independently as possible. The effective operations of each house ensure that a level of person-centred care and support is based on client's individual needs, strengths, interests and choices. The role will ensure that services are consistent, relevant and comply with LDS policies and procedures, legislation and regulatory compliance.</p>		
Key Performance Indicators	Key Responsibilities	Key Results
Client Support	<ul style="list-style-type: none"> • Works with staff to improve processes, reporting and client experiences • Ensures that staff are aware and support clients in accordance with their support needs • Supports management with client data • Identifies and utilises specific communication methods to interact with clients and their families • Completes general administrative work, including maintaining client records • Works with staff and clients to plan meals and experiences for clients in accordance with food safety guidelines meeting nutritional, cultural and religious needs • Creates and maintains an environment that empowers clients and staff • Actively develops a culture of customer service within the team, ensuring all team members are focused on what is important to their clients and families • Assists clients to develop and maintain positive personal, social and spiritual relationships which enhance their presence as a valued member of the community • Other tasks as directed by management 	<ul style="list-style-type: none"> • Clients actively supported to engage in a range of life skills, recreational and community activities which are planned according to their needs and interests, choice and strengths • Direct reports focus and actions are reflective of what support and personal choice means to the client
Staff supervision and accountability	<ul style="list-style-type: none"> • Works with rostering team to ensure fair and consistent rosters that are based on the needs of the clients and appropriate skills mix • Actively identifies and manages poor performance • Has meaningful work conversations • Undertakes the associated tasks relating to on call • Ensures staff have necessary training to 	<ul style="list-style-type: none"> • Staff demonstrate conduct and performance aligned to their role expectations, LDS values and strategic priorities through their work performance • Training requirements are up to date for self and direct reports • Staff are onboarded according to LDS policies and process and provided

Position Description

	<p>provide support for client needs and that these staff are rostered on to provide that support</p> <ul style="list-style-type: none"> • Responsible for direct Support Worker team • Delegates tasks effectively • Conducts yearly staff reviews for support workers • Provides coaching to empower staff • Works capably and able to function autonomously but in consultation with the team and can prioritise own work within established policies, procedures and guidelines • Responsible for team performance • Ensures a professional, respectful and harmonious attitude towards clients, relatives, staff, students and volunteers • Ensures privacy and confidentiality of all client, staff and organisational information • Other tasks as directed by management 	<p>with appropriate level of support on transitioning into the workplace</p> <ul style="list-style-type: none"> • Effective new staff onboarding and induction • Supervision and coaching of direct reports and completion of performance review processes
Team work	<ul style="list-style-type: none"> • Demonstrates ability to work as part of and contribute to a team • Runs and chairs meetings as required • Ensures staff attend meetings and attend to training requirements • Liaises and works with all internal and external contacts as required to perform the requirements of the position • Maintains effective communication with the team at all times • Monitors and ensures that client and organisational confidentiality and privacy are maintained at all times • Other tasks as directed by management 	<ul style="list-style-type: none"> • Attends all meetings and ensures that staff reports attend all meetings required • Proactive organiser • Workplace is safe and harmonious • Staff feel engaged to come to work
Planning and continuous improvement	<ul style="list-style-type: none"> • Continuously reviews and improves procedures and documents in the homes • Ensures practices, policies and procedures are in line with current legislative requirements and regulatory compliance, including the Disability Act and NDIS Act • Works with internal LDS departments and stakeholders to review and implement safety and quality initiatives in the homes • Understands and supports inclusion and diversity in the workplace • Actively participates in committees and working groups as required • Other tasks as directed by management 	<ul style="list-style-type: none"> • Annual house budget • Staff Development • Service delivery supports the business operational plans
Quality and Safety	<ul style="list-style-type: none"> • Completes all compliance and induction requirements • Open to and suggests new ways of doing things in accordance with our quality management framework 	<ul style="list-style-type: none"> • Effective administrative processes in place • Controlled non-conformances in homes and accidents or injuries within the work area's or teams,

Position Description

	<ul style="list-style-type: none"> • Attends all mandatory training and/or training requested by management • Ensures homes are aligned with audit requirements • Participates in any other audits and surveys as required • Ensures all work carried out is in accordance with WHS legislation and LDS policies and procedures • Supports continuous improvement of health and safety tools, systems and procedures • Ensures staff have up to date training and adhere to safe work practices • Undertakes all work practices in a safe manner for self and others • Ensures that all areas are maintained in a safe condition • Identifies, reports and records safety hazards and incidents • Reports to work fit for duty in accordance with LDS policies and procedures • Contributes and supports continuous improvement, quality and safeguarding actions as required • Other tasks as directed by management 	<p>should such incidents occur then these are addressed and future risks are mitigated</p> <ul style="list-style-type: none"> • All audit requirements are met • Only appropriate RPI in use • All incidents are being reported in a timely manner • Staff complying with WHS legislation, policies and procedures
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CAPABILITIES AND BEHAVIOURS

- Lead by example
- Build and maintain positive workplace culture
- Conducts self in a professional manner
- Act in accordance to LDS mission, vision and values; and to do all possible in assisting LDS achieve business objectives
- Follow all LDS policies, procedures and code of conduct
- Follow/participate in Work Health, Safety and Wellbeing measures and initiatives
- Act considerately around the workplace and have regard for wellbeing of client's, fellow staff, students and volunteers
- Be physically and mentally capable and present themselves in a fit state to conduct their duties at all times
- Commitment to ongoing skills development
- Ensures organisation's image and reputation is maintained and that the vision, mission and values of LDS are endorsed at all times

LDS EXPECTATIONS

- Work within and promote the LDS Values
 - Faith
 - Empowerment
 - Excellence
 - Fun

SELECTION CRITERIA

Professional Experience, Skills and Attributes:

- Previous experience in a similar role (Minimum 3 years' experience)
- Have previously worked within the disability services sector or similar, including working knowledge of the Disability Act and NDIS
- Substantial experience in the provision of active support to people with disabilities
- Demonstrated ability to work collaboratively and cooperatively in teams across an organisation to deliver shared goals
- Demonstrates ability to lead change by displaying openness and resilience, inspiring others to change and acting to make change happen

Position Description

- Demonstrated ability to display professional behaviours
- Will have proven leadership, staff task delegation and supervision
- Excellent professional communication skills (written and verbal) and the ability to professionally relate to a range of stakeholders
- Highly organised with great attention to detail and completing timely and accurate file notes, records and data entry
- Ability to collaborate, identify and implement opportunities for improvement and innovation
- Understanding of basic financial administration concepts
- Competent at using MS office, systems and databases and able to train other staff to use systems and databases as required
- Understanding of the principles of the Equal Opportunity Act and Disability Discrimination Act
- Understanding of the NDIS Code of Conduct
- Have values aligned to our organisational values

Qualifications:

- Minimum Certificate IV in Disability or similar higher-level qualification
- Cert 4 Business/ Administration (highly desirable)
- Current NDIS worker screening clearance
- Satisfies all visa requirements for working in Australia

Employee Signature

Date

CEO Signature

Date