



# Position Description

## Team Leader

### (Community Access)

#### Position description

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<b>Position title</b>	Team Leader (Community Access)		
<b>Classification definition</b>	Social and Community Services (SACS) Employee Level 3		
<b>Status</b>	Full Time, Part Time and Casual		
<b>Location</b>	As established by roster, and subject to organisational requirements		
<b>Classification level</b>	SACS Level 3		
<b>Award</b>	Social, Community, Home Care and Disability Services Industry Award 2010		
<b>Industrial Agreement</b>	Tasmanian Disability Services Industry Multi Employer Enterprise Agreement 2011		
<b>Reporting to</b>	Regional Manager		
<b>Date approved</b>	January 2019	<b>Position Number</b>	PD04

#### Working environment

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##### Code of conduct

All employees must abide by the Organisational Code of Conduct and the NDIS Code of Conduct.

##### Work health and safety

As an employee, you must be aware of and comply with requirements of the relevant Workplace Health and Safety legislation and associated regulations. This includes taking responsibility for your own health and safety and that of others in the workplace and complying with the Organisations work health and safety policies and procedures.

##### Performance review



Performance reviews will be conducted using the organisation's Performance Management Process.

## Position summary

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This position has responsibility for coordination of a team of staff in the provision of high quality client care in a community access or base setting. The incumbent also provides direct care assistance and support for clients within this community access or base setting as a member of the support team in that environment. This position may be responsible for managing a team across one or more locations.

## Service objectives

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To provide clients with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The employee is expected to operate with:

- A high level of commitment
- Efficient follow through of any tasks until completion or as otherwise agreed with by the manager or delegated staff
- Consideration, understanding and respect for clients and their families
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs
- An understanding of the recording processes and a sound knowledge of computers with the ability to guide staff through the processes

## Level of responsibility

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This position is directly responsible for the coordination of service delivery and organisational management within one or more community access settings. The performance of this position is subject to general direction by the Service Manager and will be required to utilise and enforce established organisational policies and procedures. The employee is required to undertake a range of activities requiring the exercising of initiative in the application of established work procedures and may require the employee to establish goals/objectives and outcomes for their own particular work program or project.

At this level, employees will be required to take overall responsibility for the development of client skills; personal care of client's; training, coordinating and supervising other employees and scheduling work programmes; and assisting in liaison and coordination with other services and programmes whilst assisting in interpretation of matters for which there are no clearly established practices and procedures although this will be undertaken under general guidance of the employee's immediate supervisor.

## Supervision

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The Team Leader works under general direction, operates within established routines, methods, standards and procedures and is expected to exercise initiative in the application of established work procedures and is responsible for managing time, planning and organising their own work.

This position will be required to supervise lower classified employees or volunteers in their day-to-day work.

## Key tasks and duties (including Key Performance Indicators)

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The Team Leaders will be required to provide direct care and support to Multicap clients. In addition, they have responsibility for:

### **Service Quality**

This position has a key role in the development of client responsive support services. In particular, this role will lead the development and implementation of strategies to build positive relations with, and to deliver enhanced client-directed support options for, people living with disabilities, including through

- Update client centred support plans as required.
- Engaging with all team members to review the effectiveness of support plans and to identify opportunities for improvement in the planning of future service delivery.
- Ensuring the effective implementation of support plans for assigned clients, with a view to maximise the outcomes for clients and improved independence.
- Monitoring each client to pro-actively identify any emerging support requirements and ensure that timely reviews of service delivery occur as required.

### **Staff Management and Development**

- Assume daily responsibility for implementation of support plans/programs at a designated location, implement strategies to proactively address issues.
- Ensure the daily coordination and the effective utilisation of staff to support client activities.
- Provide site leadership and act as first line of management to resolve any staff and/or client concerns, as detailed within the organisation's Grievance and Complaint handling processes.

### **Client Management**

- Ensure that client needs assessment and individual support planning process are aligned and connected to achieve realistic, positive and relevant outcomes.
- Build and maintain constructive working relationships with informal supports for each clients through regular communication with family members, and other key stakeholders as required.

## Organisational Management

- Administer and coordinate service centre operations at a designated work location(s) to ensure a safe, secure, comfortable and effective support and workplace environment, including ensuring appropriate meal planning, recreation and other activities are managed effectively.
- Responsibility for ensuring that Organisational Policies and Procedures are effectively implemented at the work location(s)
- Ensuring that organisation reporting requirements are adhered to, especially in relation to reporting of WHS, staff and client incidents
- Liaise with other staff members at Head Office or any other service location, or with other services, as required, to ensure smooth and efficient delivery of services
- Ensure documentation, attendances, petty cash, all required site documentation and all other operational records are current, comprehensive, maintained in good order, and meet disability service confidentiality requirements, and in accordance with organisational policies.

## Support Delivery

As a member of the Support Team, ensure all support activities are delivered in accordance with the requirements of the Disability Support Worker (Level 2) Position Description. (as detailed below in italics).

- *ensuring that support plans are understood, followed and result in high quality services being provided to Multicap clients.*
- *provide services as required, and as specified in established processes and plans, across some or all of the following broad functions*
  - *personal care, including personal hygiene, medication, and assistance in feeding as required*
  - *community and social participation*
  - *skill development and/or skill maintenance activities*
- *following organisational workplace health and safety practices, including but not limited to manual handling and safety procedures in organisational vehicles*
- *reporting WHS incidents according to organisational procedures*
- *reporting any incidents or suspicions of client abuse (including physical, sexual, financial, psychological and neglect), following organisational procedures*
- *making a positive contribution to the team, assisting work colleagues as required to ensure a pleasant workplace environment*
- *maintaining all required client documentation in accordance with organisation procedures, using either paper based or IT based recording systems, and maintaining required privacy requirements*
- *maintaining a current knowledge of organisational policy and procedures*
- *using IT systems for communication and efficiency of information flow, including but not limited to organisational email*
- *maintaining all required accreditations, as well as undertaking self development activities appropriate to working within the sector*
- *undertaking client transport duties as rostered and / or directed from time to time.*

- *performing other duties incidental to key duties and / or coordination tasks as directed from time to time.*

### **Key Performance Indicators (KPIs)**

- High quality client support – Coordination of a designated work team with a focus on high quality support delivery attainment of client goals
- Staff Management and Development – Through use of supervision, mentoring, feedback and implementation of agreed working practices and programs, building a high quality, functional and effective team culture with a focus on meeting client outcomes
- Documentation – Ensuring ongoing and regular feedback on individual client’s support needs, progress and future needs are effectively captured by all team members through designated reporting mechanisms.
- Confidentiality – Site leadership responsibility for ensuring that clients and staff information confidentiality is maintained.
- Compliance – Site leadership responsibility for ensuring Organisational policies and procedures are adhered to, including the Code of Conduct
- WHS – Site coordination role for maintaining a safe working environment
- Contribution to team - Participate in team based and other service coordination processes, including de-briefing, team meetings, staff development Initiatives, collaboration with colleagues in client group program activities, training sessions and workshops.
- Self Development – Actively participate in self development activities.

## **Qualifications**

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- An appropriate certificate relevant to the work required to be performed;
- Will have attained previous experience in a relevant industry, service or an equivalent level of expertise and experience to undertake the range of activities required;
- Appropriate on-the-job training and relevant experience; or
- Entry point for a diploma without experience.



## Selection criteria

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### Essential

1. A relevant qualification or the desire and ability to obtain
2. Demonstrated evidence in the ability to grow innovative programs in response to market needs to meet organisational growth objectives.
3. Demonstrated experience in providing high quality disability support services
4. Demonstrated knowledge and experience of client centred planning approaches that lead to achievement of client goals
5. Demonstrated ability to lead and manage to achieve high quality outcomes
6. Very good interpersonal and communication skills with the ability to build effective working relationships
7. A working knowledge of the disability sector, including but not limited to the NDIS
8. Current Medication Endorsement certificate
9. Current Tasmanian Driver Licence
10. Current First Aid and CPR certificates
11. Current Registration to Work with Vulnerable Persons ('Working with Children' Check)
12. Certificate of Completion of the 'Quality, Safety and You' - NDIS Worker Orientation Module

### Desirable

1. Knowledge of the Tasmanian Disability Services Act 1992 and legislated standards

## Signatures

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### Signed for and on behalf of the organisation

Name \_\_\_\_\_

Signature \_\_\_\_\_

Position \_\_\_\_\_

Date \_\_\_\_\_

### The employee

I acknowledge that my duties and responsibilities are as outlined in this position description.

I further acknowledge that my duties may be varied from time to time.

Name \_\_\_\_\_

Signature \_\_\_\_\_



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Position \_\_\_\_\_

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Date \_\_\_\_\_