

Description

Job Title: Team Leader
Ref No: SUP593
Portfolio & Program: Disability, Mental Health & Childcare Services
Reporting Relationship: Program Coordinator / Manager
Classification: Social & Community Level 4
Date: November 2018

Our vision is justice, respect and fullness of life for all. Our mission is to provide care and support with a voice for disadvantaged and vulnerable people in our communities.

My purpose is to...

Lead, support, and coach a team of Support staff to deliver high quality individualised supports to customers. Develop support plans that empower customers to increase their independence and meet the customer's physical, emotional, spiritual and social potential.

I will make a difference when I...

Leadership

- Support and mentor staff to develop their skills and knowledge required for service excellence
- Role model AnglicareSA values and behaviours and a commitment to a customer focused service model
- Guide, support and mentor staff performance and development to enable high quality care
- Assist in recruitment, selection and retention practices of staff
- Develop, implement and evaluate new initiatives that are based on research and model industry best practice
- Perform on-call duties when rostered to do so

Customer Service

- Drive a customer focused approach across all areas of the program, ensuring a responsive service, in accordance with AnglicareSA Customer First Principles that drive customer outcomes
- Actively promote inclusive services to target groups including: Aboriginal people, CALD communities and LGBTI customers

Team Work and Communication

- Support a workplace culture that engages employees through effective communication, recognition and collaboration
- Proactively encourage a team environment and a 'learning' culture.
- Develop and maintain strong professional relationships with all levels of management across the organisation

Service Coordination & Administration

- Ensure that all staff members understand a customer's individual support plan before engagement
- Develop, implement, monitor and review individual support plans, making adjustments as required
- Ensure a holistic service response through the development of Support Plans, Positive Behaviour Support Plans, individual goals and aspirations
- Manage customer records, collect data and prepare reports for the coordinators
- Monitor the regular review of medical, personal, educational, psychological and other appropriate services for each individual and engage additional or new services to engage the customer as required
- Undertake high quality support reviews with the customer in a timely manner to ensure continued service improvement and service agreements are met
- Provide high quality support to address any psychosocial, personal care and independent daily living needs
- Monitor and ensure that service budget income, expenditure and reconciliation are properly administered as required
- Ensure that all required documentation is of high quality, accurate and completed in a professional and timely manner

Work Health and Safety (WH&S)

- Contribute to the positive growth of the organisation's safety culture through active participation in safety initiatives, such as proactive identification and reporting of incidents, hazards and near miss events
- Ensure processes are in place for work to be carried in a safe manner and that Work Health and Safety action plans are developed and implemented, with regular workplace inspections and audits being conducted
- Ensure all reported workplace incidents, including near misses, hazards and accidents, are investigated, risks are assessed and control measures are implemented in consultation with Work Health & Safety Representatives and staff
- Support and rehabilitate injured workers in accordance with AnglicareSA Injury Management Manual and associated policies and procedures

To make a difference I will...

- Embrace and integrate AnglicareSA's Vision, Purpose and Values into my role
- Support AnglicareSA's commitment to reconciliation between Aboriginal people and other Australians as outlined in our Reconciliation Action Plan. This includes, but is not limited to, the engagement and participation of Aboriginal people, and the provision of culturally competent, respectful services and system responses
- Be physically and mentally capable and report to work in a fit state to perform all duties
- Actively participate in performance reviews, performance development, training (including Work Health and Safety and fire safety) and supervision opportunities
- Have evidence of my right to work in Australia
- Obtain and maintain a National Police History Check
- Obtain and maintain a current DCSI

☒ Able to work at other sites as required ☒ Vulnerable Person and Child Abuse Reporting

☒ May be required to work across a 24/7 roster

Direct Reports: Support Workers and Domestic Assistants.

Working Relationships: Support Workers, Domestic Assistants, Coordinators, Program Managers, NDIA, families and carers, internal and external support services/agencies.

I will utilise my.....

Qualifications

- *Certificate IV in Community Services, Disability or Mental Health, OR Diploma in Disability or equivalent - essential*
- *Senior First Aid Certificate - essential*
- *Certificate IV Business (Frontline Management) - desirable, or willingness to attend in-house Leadership Programs*
- *Certificate IV Workplace Training and Assessment - desirable*

Skills and Abilities

- Proven ability to work in a collaborative and enthusiastic manner to provide positive leadership and specialised information to a team of multi-disciplined staff
- Ability to coordinate the involvement of a strong, cohesive work team, effectively engaging the resources of a team to support customer outcomes
- Proven ability to identify strengths in individuals and facilitate further development through supervision, team meetings and other learning opportunities
- Demonstrated skills in assessment, conflict resolution and evaluation
- Strong customer service, consultative and communication skills to relate to, and meet the needs of, a diverse Customer group.
- Proven experience working with people with varying disabilities and needs, and their families
- Willingness to accept and embrace the different cultural backgrounds and beliefs of customers and other AnglicareSA staff

Integrity • Compassion • Equity • Stewardship • Servant Leadership

- Excellent interpersonal and communication skills, including with people from a wide range of backgrounds
- Proven ability to plan, implement and evaluate strategies and opportunities that contribute to measurable improvements in quality of life for individuals
- Ability to work within the practice guidelines provided by AnglicareSA, including the use of assessment, evaluation and service delivery forms
- Sound knowledge of the National Disability Insurance Scheme (NDIS) and accessing funding and support through this scheme
- WH&S knowledge and skills suitable for the position
- Work within a team environment in accordance with AnglicareSA values

My dedication and commitment

Job holder Signature: Date:

Print Job holder Name:

General Manager, Community Services:

Date: 29/10/18