



Team Leader (Level 3)

POSITION PROFILE

PART A: POSITION DESCRIPTION

Position Title: Team Leader (Level 3)	Location: Sydney (Northern/Southern), Melbourne (Eastern/Western)
Group: Individual & Community Services – Aspect Adult Community Service	Reports to: Regional Coordinator

Organisation Purpose

A different brilliant[®] - Understanding, engaging and celebrating the strengths, interests and aspirations of people on the autism spectrum.

Vision	Mission	Values
The best opportunities for people on the autism spectrum	We work with people of all ages on the autism spectrum, delivering evidence-informed solutions that are person-centred, family- focussed & customer-driven	We are passionate about people, about being positive and about what's possible

Team Purpose

Aspect Adult Community Services provide a broad range of individualised, centre and inclusive community services from locations in Sydney and Melbourne Metropolitan areas. Services are structured to provide a range of activities and programs which have a strong focus on community participation and independent living skills with the aim of developing individually tailored programs and interests that enable people to develop skills, confidence and social networks.

Autism Spectrum Australia (Aspect) is committed to providing an environment free from abuse, neglect and exploitation of the people we support

Position Purpose

The Team Leader role is responsible for monitoring and delivering quality services to participants using Positive Behaviour Support and the implementation of safe and positive strategies in all service delivery to maximise outcomes.

This position is responsible for the day to day coordination of activities and programs and includes working collaboratively with Practice

Leaders, supporting support workers and volunteers to work successfully with participants, supporting recruitment, supervision of staff and development of a strong team who work together to engage and develop people on the spectrum in building independent living skills and to create meaningful involvement at home and in the community.

Environment

A Team Leader at Aspect is employed under the Social, Community, Home Care and Disability Services Industry Award 2010 (SCHADS) and can work a varied roster of shifts that may include daily, weekend and overnight shifts. Team Leader's may be requested to work in more than one service or transfer to a different services should the need arise.

Outcomes

Key Result Area	Requirements & Expectations	Success Indicators
Leadership and Teamwork	<ul style="list-style-type: none"> • Lead a team of support workers within Aspect Adult Community Services, monitor and support for individual and team outcomes and performance. • Provide operational or procedural direction and/or advice and share and update staff on new initiatives and changes in policy and/or procedures. • Maintain staffing levels in conjunction with the Coordinator (operations) by producing a fortnightly roster and ensuring daily staffing levels are met. • Ensures staff attend orientation training, complete mandatory training and provide ongoing skills development in collaboration with Practice Leaders. • Attend promptly to issues raised by staff and when needed, escalates issues to coordinator (operations). • Participate in performance management, disciplinary procedures in conjunction with the Coordinator (operations) where applicable. • Assist coordinator with daily operational risk management including assessing allocation of staff to participant ratio's. • Demonstrate positive leadership in decision making on a daily basis by analysing the operational risk of service delivery based on staff leave, service provision changes/cancellations. • When requested, takes on reasonable additional 	<ul style="list-style-type: none"> • Promotes very clear team objectives and individual objectives for team members by conducting individual staff support and development and daily pre start and end of day team meetings. • Provides leadership and delegates tasks appropriately to staff. • Achieves team performance outcomes; • In conjunction with the Coordinator (operations) consult on and set the teams service goals. • Works and interacts positively with the Coordinator (operations) and represents as part of the leadership team.

Key Result Area	Requirements & Expectations	Success Indicators
	<p>responsibilities.</p> <ul style="list-style-type: none"> • Work collaboratively with Practice Leader Safeguarding and Active Support. 	
Service Quality and Customer Service	<ul style="list-style-type: none"> • Ensure participants are recognised as valued and unique individuals by using the Aspect Comprehensive Approach and 5 point star framework. • Possess a practical knowledge of NDIA Services, NDIS Practice Standards, NDIS plans and organisation purpose and values. • Assist with the development, implementation, data collection and review of Individual Support Plans and NDIS plans and records, involving the participant, families, residential services, and other stakeholders as appropriate. • Work collaboratively with Practice Leader Safeguarding and Active Support to ensure staff and participants have the highest level of support in service delivery. • Identify participant's strengths to engage in personal interests and find opportunities to build independent living skills by using active support principles and maximising choice and control. • Provide personal care as needed, including assistance with personal hygiene, grooming and mealtime management. • Actively promote and adhere to Positive Behaviour Support plan implementation, principals and strategies. • Refer to Practice Leader Safeguarding for region and follow Restrictive Practice protocols recorded in the participant's individual plan. • Record and audit all participant and/or Aspect monies as part of accessing the community • Ensure the safe administration of medication for participants as required by individual plans. • Facilitate raising participant feedback and complaints to appropriate coordinator/manager and assist with resolution 	<ul style="list-style-type: none"> • Participants have tools to communicate needs, choices, and concerns and these preferences are clearly documented in their Individual Support Plan (ISP). • Individual support records are comprehensive, personalised, up to date plans and records ensuring individual needs are recognised and supported. • Appropriate participant data is input in a timely manner and recorded in salesforce • Active support and capacity building is demonstrated in all interaction and services provided. • Personal care is provided to participants in a timely, respectful, and safe manner • Challenging behaviour is minimised by implementing positive behaviour support strategies in line with the individual's support plan and reporting in line with the timeframes set by the NDIS Quality and Safeguarding commission. • Restricted practices are administered as per policy and procedures and reported in line with Aspect policy and the NDIS Quality and Safeguarding commission.. • All monies are handled responsibly and accounted for as per agreed procedures. • Medication management guidelines are strictly adhered to including sign off and security

Key Result Area	Requirements & Expectations	Success Indicators
	<p>as required.</p> <ul style="list-style-type: none"> • Ensure the completion of daily progress notes by staff in line with individual participant NDIS goals and ensure approval of all rostered sessions in salesforce. • Ensure staff are trained in the use of Salesforce and recording of relevant information is input into salesforce • Work collaboratively with the Practice Leader Safeguarding to ensure the principles of the Quality & Safeguarding framework are implemented for all participants and monitored. • Take responsibility for ensuring the site and equipment is clean and maintained in good working order and advise coordinator if this is not the case. • Comply with Aspect's current Code of Conduct and perform all work related activities in accordance with Aspect's policy and procedures. • Assists with the preparation of rosters and filling of rosters. • Completes timesheets daily and completes Aurion requests in a timely manner in accordance to policies and procedures. • Complete tasks as directed by the Regional Coordinator or Manager. • Works with stakeholders to build professional relationships. Communicate with carers, families, residential services, and other stakeholders to ensure the participant's plans are successfully supported and goals are met. 	<ul style="list-style-type: none"> • Participant feedback and complaints are resolved in accordance with Aspect's policies, guidelines and procedures. • Participant records are accurate up to date • All incidents are reported on Riskman in accordance with the timeframes within the policy. • Ensures that Aspect policies, procedures and relevant legislation are practised by all staff. • Timesheets are completed on time and Aurion requests are managed appropriately
Safeguarding the people we support	<p>Aspect is committed to providing an environment free from abuse, neglect and exploitation of the people we support. Staff are expected to:</p> <ul style="list-style-type: none"> • Exercise Duty of Care in the health, safety and welfare of Participants and ensure they are treated with dignity and respect. • Follow safeguarding guidelines as outlined in Aspects Safeguarding the People We Support policy and Code of 	<ul style="list-style-type: none"> • Demonstrated evidence that you discuss and report concerns with your supervisor. • Completion of on-line training on Safeguarding the People We Support • Personal commitment and day to day demonstration of competency in Safeguarding the People We Support.

Key Result Area	Requirements & Expectations	Success Indicators
	<p>Conduct.</p> <ul style="list-style-type: none"> Complete mandatory Safeguarding training. Maintain a heightened sensitivity to recognising signs of abuse and reporting those signs. Alert Coordinator to changes in staff practice that you have witnessed which deviate from policy and procedure. Request permission from Coordinator before a change is made in the daily program and alert Coordinator if an unsanctioned change in the program is taking place. Monitor participant's awareness of their own wellbeing and alert Coordinator if you see a risk to the safety and wellbeing of the person. NDIS Quality & Safeguarding Commission reporting completed in line with commission 1 day, 5 day and monthly reporting with support from the Practice Leader Safeguarding. 	<ul style="list-style-type: none"> Accurate and timely reporting to the NDIS Quality and Safeguarding commission.
Work, Health & Safety Requirements	<p>It is a requirement for all staff to:</p> <ul style="list-style-type: none"> Take reasonable care for their own health and safety. Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with legislative requirements. Report unsafe conditions or practices, and make suggestions to their manager on improving work, health & safety at Aspect. Participate in the staff consultation process about Work Health & Safety matters. Understand and adhere to Aspect's Code of Conduct. 	<ul style="list-style-type: none"> Observe at all times Aspect's safety policies and procedures are followed including site specific work practices and management instructions. All hazards, incidents and injuries are reported to management as per Aspect's risk management procedures Health safety and welfare of self and others is ensured as far as reasonable Actively participate in safety consultation as required

PART B: POSITION CRITERIA

Capabilities	Leadership	Promotes mission, vision, values and goals, and shows the way to achieve them.
	Accountability &	Takes personal responsibility for the quality and timeliness of work, and achieves

	dependability	results with little oversight.
	Collaboration	Working effectively with others in the organisation to accomplish goals and to obtain information includes showing appropriate behaviour and respect to all staff
	Respectful	•
	Integrity driven	Earns others' trust and respect through consistent honesty and professionalism in all interactions.
	Resourceful	•
Knowledge & Experience	<ul style="list-style-type: none"> • Knowledge and/or experience in supporting adults and young people with a disability • Demonstrated leadership capability with a basic understanding of human resource management • Computer skills including intermediate Microsoft Word skills • Understanding of Positive Behaviour Support, Person Centred and Active Support principles • Understanding of National Standards for Disability Service and relevant state legislation • Understanding of the National Disability Insurance Scheme • Proficiency in basic computer skills, systems and applications. 	
Qualifications	<ul style="list-style-type: none"> • Certificate III in Disability (or equivalent) or the willingness to complete a Certificate III Certificate IV in Disability • Current First Aid Certificate (optional) 	
Job requirements (essential)	<ul style="list-style-type: none"> • Valid driver's licence and willingness to travel as required • Working With Children Check WWCC (for relevant state) appropriately cleared • NDIS Worker Screening Check clearance • International Police Check (if applicable) • Completion of NDIS Worker Orientation Module • Responding to Abuse and Neglect (RAN) certificate (essential) – SA employees • SMART Phone/tablet required 	
Job requirements (desirable skills)	<ul style="list-style-type: none"> • Own vehicle available for business use with a valid driving licence. 	

PART C: APPROVED BY MANAGER	
Name: Executive Manager, Individual & Community Services	December 2019