

Position Description

Position title:	Quality Service Leader
Location:	Service areas
Reports to:	Quality Service Manager (QSM)
Directly manages:	N/A
Other Key Relationships:	Support Workers (SWs), customers and families.

Purpose

The Service Quality Leader is rostered to provide direct care services and supports customer safety, wellbeing and achievement of goals and as an experienced Support Worker, coaches and models quality practice to Support Workers.

Primary Responsibilities

Delivers Quality Customer Service

- Provides direct support to customers that is person centred and based on customer choice, control and active participation in all aspects of their life
- Interprets and follows customer plans to achieve outcomes
- Works flexibly with changing plans and reprioritises to meet customer needs
- Resolves and assists CSWs resolve low risk issues and complaints, escalating as appropriate
- Role models person centred practices

Contributes to team effectiveness

- Performs delegated tasks
- Coaches less experienced team members
- Contributes to a positive team culture

Engages Others

- Communicates in a clear and timely manner with customers and families
- Builds relationships with key internal and external people and organisations
- Assists customers to maintain positive contact with their families and friends
- Shares necessary information
- Works effectively with people from diverse backgrounds

Applies a Business Mindset

- Remains up to date with industry trends and best practice
- Manages finances effectively
- Adheres to WHS policies, procedures and practices
- Models quality practice and compliance during service delivery
- Is a brand ambassador
- Participates in service improvement and change initiatives

Demonstrates Personal Drive, Integrity and Cara's values

- Acts in accordance with Cara's values and Code of Conduct
- Shows good judgement when making decisions
- Undertakes training and self-development

Qualifications and Experience

- **Essential**

Experience

- Experience in community based human services
- Experience in working with persons with intellectual and or physical disability and their families
- Working successfully in teams
- Using technology to communicate and share information

Qualifications

- Minimum Certificate IV in a Disability or related qualification.

Desirable (but not essential)

Experience

- Experience in mentoring or coaching others
- Working with culturally diverse customers and team members
- Understands NDIS including quality and safeguarding requirements

Qualifications

Essential conditions

- Satisfactory screening relevant to the contemporary needs of the organisation and the role (e.g. NDIS, DHS, DCP)
- Current Driver's Licence;
 - Theory and competency-based training as deemed required is completed and maintained .

QUALITY SERVICE LEADERS - Key Result Areas

Delivers Quality Customer Service	<ul style="list-style-type: none"> • Customers' NDIS goals are met • Customer support is person centred and based on customer choice, control and active participation in all aspects of their lives • Purchases weekly groceries and household goods in accordance with the customer and service plan • Customer records are accurately maintained • Medication is appropriately administered and recorded • Individual client health plans are initiated and monitored • Sensitive customer information is kept secure • Client confidentiality is maintained • Feedback from customer/family/ representatives is sought and acted upon • Customer complaints are resolved or appropriately escalated • Appropriate activities, outings and transport are planned and undertaken • Attends customer appointment • Service delivery is person centred • Processes that are in place to keep customers safe are followed • Policies and practices on creating secure environments and the protection of children and vulnerable adults are followed • Cooperates with investigations regarding customer safety and wellbeing
Contributes to team effectiveness	<ul style="list-style-type: none"> • Completes allocated tasks accurately and within time frames • Achieves goals on work and team plans • Shares expertise with fellow team members • Identifies and alters the QSM to training needs in response to changing customer requirements • Leads induction of agency staff • Mentors and provides on the job induction and training for new Support Workers during probation • Escalates performance issues to QSM • Assists team members resolve conflict • Provides appropriate feedback on organisational processes • Participates in team meetings
Engages Others	<ul style="list-style-type: none"> • Resolves customers/families and general enquires and requests • Verbal and written communication is succinct and accurate • Communication book is correctly used and kept up to date • Technology is used to effectively communicate and share information • Supports SWs communicate with customers and their families when needed • Controls own emotions when interacting with others • Develops contacts with and utilises community-based health care supports and facilities • Facilitates visits to services by internal and external professionals • Timely and accurate provision of information to stakeholders • Adheres to Equal Opportunity legislation • Aware and respectful of other cultures • Works collaboratively with Skills Trainers to enhance customer's skills

<p>Applies a Business Mindset</p>	<p>Strategic Awareness</p> <ul style="list-style-type: none"> • Stays up to date with changes in the disability sector • Participates in debate and discussion on relevant research to keep abreast of best practice <p>Planning</p> <ul style="list-style-type: none"> • Monitors rosters daily to ensure appropriate staffing ratios; collaborating with the Rostering team to fill gaps <p>Finance</p> <ul style="list-style-type: none"> • Records and reconciles petty cash and grocery cards • Assists customers with the management and safety of their finances • Undertakes daily service financial reconciliations • Takes proper care and maintenance of customer and Cara property, equipment and belongings <p>Governance</p> <ul style="list-style-type: none"> • Adheres to WHS policies procedures and plans • Risks, hazards and injuries are reported • Identifies and complies with restrictive practices • Provides timely and accurate responses to internal and external audits and investigations • Contributes to action plans that address internal and external audits and incident investigation findings <p>Brand Promotion</p> <ul style="list-style-type: none"> • Behaves in a way that reflects the desired Cara image • Supports Cara's marketing and fundraising programs <p>Innovation and Change</p> <ul style="list-style-type: none"> • Puts forward ideas for service improvement • Supports organisational service improvement and change initiatives • Leads the implementation of service improvement plans on a day to day basis • Encourages staff to participate in improvement initiatives
<p>Exemplifies Personal Drive, Integrity and Cara's Values</p>	<ul style="list-style-type: none"> • Undertakes self-development activities • Reflects on own practices • Acts in accordance with Cara's values and Code of Conduct • Provides reasons and evidence for decisions • Escalates decisions outside of delegated authority • Engages with the Performance Development Process • Participates in mandatory training