

## Position Description

<b>Position title:</b>	<b>Quality Service Leader</b>
<b>Location:</b>	<b>Service areas</b>
<b>Reports to:</b>	<b>Quality Service Manager</b>
<b>Directly manages:</b>	<b>N/A</b>
<b>Other Key Relationships:</b>	<b>Support Workers, customers and families.</b>

## 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 assistance to enable customers to meet activities of daily living, including personal care, medication administration, home care, meal preparation, mealtime assistance and accessing community services and activities
- 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 Support Workers to 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, Experience and Personal Qualities**

### **• Essential**

#### **Experience**

- Experience in community based human services
- Experience in working with persons with intellectual and or physical disability and their families
- Experience assisting people with a disability with activities of daily living, including personal care
- Working successfully in teams
- Using technology to communicate and share information

#### **Qualifications**

- Minimum Certificate IV in a Disability or related qualification

#### **Personal qualities**

- Logical and fact based approach to situations
- Desire to make a difference
- Positive Outlook
- Initiative
- Warmth and empathy

### **• 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

## **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 .
- Able to provide 24/7 availability across a 76 hour roster per fortnight



## QUALITY SERVICE LEADERS - Key Result Areas

<b>Delivers Quality Customer Service</b>	<ul style="list-style-type: none"> <li>• Customers' NDIS goals are met</li> <li>• Customer support is person centred and based on customer choice, control and active participation in all aspects of their lives</li> <li>• Hands on personal care is provided</li> <li>• Purchases/supports the customer to purchase weekly groceries and household goods in accordance with the customer and service plan</li> <li>• Customer records are accurately maintained</li> <li>• Medication is appropriately administered and recorded</li> <li>• Individual customer health plans are initiated and monitored</li> <li>• Sensitive customer information is kept secure</li> <li>• Customer confidentiality is maintained</li> <li>• Feedback from customer/family/ representatives is sought and acted upon</li> <li>• Customer complaints are resolved or appropriately escalated</li> <li>• Appropriate activities, outings and transport are planned and undertaken</li> <li>• Attends customer appointments as required</li> <li>• Service delivery is person centred</li> <li>• Processes that are in place to keep customers safe are followed</li> <li>• Policies and practices on creating secure environments and the protection of children and vulnerable adults are followed</li> <li>• Cooperates with investigations regarding customer safety and wellbeing</li> <li>• Maintains respectful and supportive relationships with customers' families and representatives</li> </ul>
<b>Contributes to team effectiveness</b>	<ul style="list-style-type: none"> <li>• Completes allocated tasks accurately and within time frames</li> <li>• Achieves goals on work and team plans</li> <li>• Discovers and creates innovative ways to share good practice in team services and single staff services</li> <li>• Identifies and alerts the QSM to training needs in response to changing customer requirements</li> <li>• Leads induction of agency staff</li> <li>• Mentors and provides on the job induction and training for new Support Workers during probation</li> <li>• Escalates performance issues to QSM</li> <li>• Assists team members to resolve conflict</li> <li>• Provides appropriate feedback on organisational processes</li> <li>• Participates in team meetings</li> <li>• Shows initiative, starts and completes tasks, identifies problems and suggests solutions without being asked</li> </ul>
<b>Engages Others</b>	<ul style="list-style-type: none"> <li>• Resolves customers/families general enquires and requests</li> <li>• Verbal and written communication is succinct and accurate</li> <li>• CMS notes and or the service communication book are kept up to date</li> <li>• Technology is used to effectively communicate and share information, including using Workplace to stay connected with colleagues</li> <li>• Supports Support Workers to communicate with customers and their families when needed</li> <li>• Maintains professional communication and behaviour in difficult situations</li> </ul>



	<ul style="list-style-type: none"> <li>Establishes contact with and utilises community-based health care supports and facilities</li> <li>Facilitates visits to services by internal and external professionals</li> <li>Timely and accurate provision of information to stakeholders</li> <li>Adheres to Equal Opportunity legislation</li> <li>Aware and respectful of other cultures</li> <li>Works collaboratively with Skills Trainers to enhance customer's skills</li> </ul>
<b>Applies a Business Mindset</b>	<p><b>Strategic Awareness</b></p> <ul style="list-style-type: none"> <li>Stays up to date with changes in the disability sector</li> <li>Participates in debate and discussion on relevant research to keep abreast of best practice</li> </ul> <p><b>Planning</b></p> <ul style="list-style-type: none"> <li>Contributes to planning to improve service quality, customer safeguarding and customer satisfaction</li> </ul> <p><b>Finance</b></p> <ul style="list-style-type: none"> <li>Records and reconciles petty cash and grocery cards as required</li> <li>Assists customers with the management and safety of their finances</li> <li>Undertakes daily service financial reconciliations</li> <li>Takes proper care and maintenance of customer and Cara property, equipment and belongings</li> </ul> <p><b>Governance</b></p> <ul style="list-style-type: none"> <li>Adheres to WHS policies procedures and plans</li> <li>Risks, hazards and injuries are reported</li> <li>Identifies unauthorised restrictive practices and complies with authorised restrictive practices</li> <li>Provides timely and accurate responses to internal and external audits and investigations</li> <li>Contributes to action plans that address internal and external audits and incident investigation findings</li> </ul> <p><b>Brand Promotion</b></p> <ul style="list-style-type: none"> <li>Behaves in a way that reflects the desired Cara image</li> <li>Supports Cara's marketing and fundraising programs</li> </ul> <p><b>Innovation and Change</b></p> <ul style="list-style-type: none"> <li>Puts forward ideas for service improvement</li> <li>Supports organisational service improvement and change initiatives</li> <li>Leads the implementation of service improvement plans on a day to day basis</li> <li>Encourages staff to participate in improvement initiatives</li> </ul>
<b>Exemplifies Personal Drive, Integrity and Cara's Values</b>	<ul style="list-style-type: none"> <li>Undertakes self-development activities</li> <li>Reflects on own practices</li> <li>Acts in accordance with Cara's values and Code of Conduct</li> <li>Provides reasons and evidence for decisions</li> <li>Escalates decisions outside of delegated authority</li> <li>Engages with the Performance Development Process</li> <li>Participates in mandatory training and other professional learning to maintain and develop knowledge and skills</li> </ul>