

Position Description

Position title:	Team Leader, Getaways
Location:	Office based and Service based
Reports to:	Service Manager
Directly manages:	Community Support Workers
Other Key Relationships:	General Manager, Team Leaders, All Cara departments, Customers and Families, External Stakeholders including Government and Non-Government.

Purpose

The Team Leader is responsible for ensuring the delivery of a high quality, professional Getaways program; providing quality individualised support within a person-centred framework that focuses on customers achieving their goals.

Primary Responsibilities

Quality and Compliance

- Ensure that quality service provision enables customers to have choice and control, and achieve their goals and optimal quality of life.
- Ensure that the Getaways program continually meets safeguarding standards, quality frameworks and manage risk effectively.
- Apply continuous improvement principles to improve customer support, address reportable incident actions and meet other safeguarding and quality requirements.
- Ensures that customer support needs and preferences are met, and that staff have the training and capability to meet customer needs
- Ensure compliance with service and customer contracts, finance and business procedures.
- Work collaboratively across Cara services to build staff and organisational capability.

Customer and Family Engagement

- Consistently apply a contemporary attitude and approach to disability including person centred practice, active support and ordinary life principles.
- Ensure that staff support customers' everyday decision making and lifestyle choices, maximising customers' independence and achievement of identified goals.
- Actively build and maintain positive relationships by providing and responding to feedback in a timely manner, and in accordance with relevant Policy and Procedure.

- Ensure timely and effective resolution of feedback and complaints and ensure implementation of agreed actions
- Provide physical assistance to customers including all aspects of manual handling, personal care support and other tasks required as part of the service roster.
- Understands significant stakeholder relationships and their importance

Staff Management

- Manage staff recruitment, probation and performance (including regular reviews) to ensure that customer and organisational needs are met.
- Provide clear vision, strategies, direction and support to Getaways staff whilst working in a way that is central to the values and culture of Cara.
- Monitor and coach staff to ensure the provision of person-centred active support and the achievement of customer goals.
- Ensure staff induction training requirements are met and that all staff have the necessary skills and competencies to maintain required service delivery and regulatory compliance.
- Engage positively to ensure that WHS, recruitment, HR and Return to Work processes and requirements are completed as required.

Stakeholder Engagement

- Develop and maintain effective and professional relationships with external stakeholders to optimise customer and organisational outcomes.
- Actively build positive relationships with families, supporters, key stakeholders and advocates.
- Establish and maintain positive relationships with the community to enable customers' engagement and participation.

General Position Responsibilities

- Develop and implement of a varied and creative activity program co-designed with our customers.
- Source and book venues, accommodation, planned activities and ensure all associated resources and logistics are in place for every Getaway.
- Ensure that all verbal and written communication is succinct, professional and thoroughly developed
- Maintain a professional approach in the workplace by adhering to Cara's values and goals and upholding NDIS Practice Standards and Industry Codes of Conduct
- Maintain and demonstrate a commitment to customer service by supporting Cara's continuous improvement processes and modelling expected behaviour in a customer service focused environment

- Operate within relevant legislative requirements, program guidelines, Cara policies, procedures and work instructions
- Display high level of personal integrity and professionalism when representing Cara
- Constructively contribute towards organisational strategic and operational planning
- Work collaboratively and consistently to innovate and achieve outcomes
- Provide timely reports in response to scheduled need or as requested
- Genuinely engage in professional development activities as required
- Maintain customer confidentiality and protect operations by ensuring sensitive information is kept secure
- Maintain a culturally aware and sensitive profile with Cara's customer base by adhering to Cara's values and contributing to staff development, knowledge and understanding of cultural diversity
- Engage self and others in the Performance Development Plan process
- Maintain a healthy and safe workplace by:
 - taking reasonable care to protect own safety and that of others whilst at work;
 - adhering to WHS policies and procedures;
 - using and maintaining equipment provided for health or safety purposes;
 - not being affected by consumption of drugs, alcohol or any other type of illicit substance and to comply with all relevant Policy and Procedures;
 - actively supporting any colleague who may injure themselves at work.
- Maintain Equal Opportunity (EO) principles in the workplace by adhering to EO legislation and relevant Human Resource policies.
- Comply with and all reasonable and lawful management directions.

Qualifications, Skills and Experience

- **Essential**
 - Experience leading small teams
 - Experience in developing and delivering programs and activities for people with a disability
 - Experience working in service environments that require a high degree of problem solving and professional collaboration
 - Cert IV in Individual Support or equivalent
 - Demonstrated skills and capability to use IT systems to document individual support needs, report incidents and to communicate effectively with other staff members and stakeholders
 - Excellent written and verbal communication skills

- High level organisational and interpersonal skills
 - Sound knowledge of the NDIS
 - Ability to participate in physical activities and perform manual handling tasks
- **Desirable (but not essential)**
 - Tertiary qualifications in a relevant field
 - Qualifications in Business, Frontline Management or a related discipline

Essential conditions

- Your commitment to working weekends and some weekdays (including overnight) is **essential** to this position
- Some interstate travel may be required
- Current DHS/DCSI Disability Employment and Child Related Employment Clearance / Working with Children Check
- Current South Australian Driver's Licence
- Training Completed (can be provided by Cara)
 - Child Safe Environments
 - Medication Management, Infection Control and Contenance Care
 - High Health Support (e.g. gastrostomy)
 - Positive Behaviour Support
 - Provide First Aid
 - Manual Handling
 - Other theory and competency-based training as deemed required.