

POSITION DESCRIPTION

Team Leader

SERVICE STREAM	Disability Services
LOCATION	Woolloowin
CLASSIFICATION	Level 5 - Mercy Disability Services Enterprise Agreement.
REPORTING RELATIONSHIP/S	Senior Manager

OUR PURPOSE AND VALUES

Mercy Community Services exists to support and empower those who are poor, vulnerable, marginalised or in a position of disadvantage. We aim to be recognised as a leading provider and facilitator of quality, responsive community services.

Our Values underpin all responsibilities of this position and are based on the ethos and mission of the Sisters of Mercy Brisbane and are aligned with Catholic Social Teachings.

MERCY ACCEPTANCE EXCELLENCE DIGNITY EMPOWERMENT INTEGRITY

POSITION PURPOSE

This role is responsible for leading the provision of services within MCS-DS, including the day to day management of the service and supervising the team in providing individualised, person-centred and outcome driven support to each person, in line with organisational and industry standards, and within legislative and regulatory frameworks.

The purpose of this position is to support and empower each person to enhance their independence, confidence and ability to make informed decisions about how they live their life.

In collaboration with the Senior Operations Manager, this role will be involved in effecting change to promote MCS as a provider of choice within the market-driven environment of the NDIS.

KEY PERFORMANCE REQUIREMENTS

1. Mission, Vision and Values	<ul style="list-style-type: none"> Execute the duties and functions of the role within the traditions, mission, ethos, and values of the Sisters of Mercy and Mercy Community Services SEQ Ltd (MCS). Contribute to the development of an organisational culture consistent with the philosophy and values of MCS. Model MCS values and ethics through your personal leadership framework.
2. Service Delivery	<ul style="list-style-type: none"> Use a strength-based framework, develop and implement effective strategies to engage people who utilise services in the design of the service to ensure the service is meeting their personal needs, development goals and life aspirations. Work collaboratively with the individual, their families/ Guardians/ supporters, and other stakeholders such as independent advocates, interpreters and translators, community support and recreational groups, allied health practitioners and departmental representatives to ensure that responsive services are delivered which maintain and enhance the health and wellbeing of the individual. Provide leadership in quality and innovative service delivery, ensuring that individualised and responsive support is provided. Provide guidance, coaching and (where necessary) performance management of staff who do not comply with the organisation's policies and procedures. Provide opportunities for staff to access supervision and to engage in reflecting learning and practice. Work in consultation with frontline support staff to ensure that the person has access to mainstream opportunities which meet their lifestyle

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preferences, achieve their goals and aspirations, and that such services are coordinated and consistent.

- Develop a positive and supportive relationship with all people who engage in the service, along with their families/ Guardians/ supporters to ensure successful outcomes all individuals as well as the organisation.
- Using exceptional customer relationship skills, respond to enquiries and referrals from the Department of Communities, self-referrals and other people interested in accessing MCS services.
- Empower staff to seek opportunities for people accessing MCS services to become actively engaged in valued roles within their local community.
- Ensure clear internal communication strategies are in place to support the effective conveyance of organisational direction, processes, staff or client concerns, and compliance requirements between management and frontline staff.
- Develop and maintain knowledge of applicable NDIS models to assist and support individuals and the team through the industry changes in liaison with the Senior Operations Manager and relevant internal/ external resources.
- Monitor the delivery of services, including identifying service gaps, assessing possible solutions and delivering continuous improvement processes in liaison with the Senior Operations Manager.
- Ensure compliance with Queensland HSQF Standards.
- Ensure the team meet industry standards, contractual requirements and legal obligations, including:
 - a) Assisting with the review and implementation of Positive Behaviour Support Plans and restrictive practice protocols and documentation where required;
 - b) Ensuring that the prevention, identification and response to harm, abuse, neglect and exploitation is prioritised as a core value within teams, and that relevant policies and procedures are adhered to.
 - c) Ensuring all individual planning documents are executed and followed to support people accessing MCS services;
 - d) Conduct quality audits within the services to ensure compliance with internal and external policies, procedures and legislation; creating action plans to address identified risks or gaps;
 - e) Facilitate internal training sessions for team members to ensure capability standards are met; and
 - f) Ensure that services meet WHS compliance requirements.
- Investigate and respond to all service-related Incident Reports in line with policies and procedures.
- Ensure that all tasks identified through various Action Plans are addressed, particularly with regards to ensuring that environments used by people supported by MCS are safe and free from hazards.
- Participate in the development of service budgets, and ensure that services are operating within budgetary parameters.
- Engage in relevant financial transactional tasks as outlined in the MCS Delegations of Authority.
- Maintain confidentiality and provide effective service to both internal and external stakeholders from culturally diverse backgrounds.
- Ensure that all staff comply with relevant probity/ criminal history requirements.

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3. Leadership	<ul style="list-style-type: none"> Support the development of staff skill capacity by: <ol style="list-style-type: none"> assisting with the recruitment of support staff matched to the individual needs of people supported by MCS ensuring skills and knowledge match service requirements when scheduling/ rostering support providing comprehensive orientation, coaching, supervision and feedback, and first-level performance management processes for staff; directing complex or escalated performance issues or queries to the Senior Operation Manager Lead, mentor, support and supervise staff, and role model Mercy Community Services' values and ethics. Perform structured reflective supervision for direct reports in line with organisational procedures. Facilitate the professional development and performance appraisal of direct reports and oversee this process for all indirect reports, in line with organisational procedures. Ensure direct reports attend and complete Highly Desirable and Desirable training requirements, as outlined in the training matrix. Ensure employees obtain and/or maintain all required personal history checks and an unrestricted Queensland Driver Licences, in line with organisational and legislative requirements. Conduct regular and productive house and staff meetings in line with MCS requirements. Manage changes to master staffing rosters including filling vacancies.
4. Documentation, Quality Systems & Continuous Improvement	<ul style="list-style-type: none"> Comply with all Mercy Community Services policy and procedures. Perform duties in accordance with organisational requirements. Ensure comprehensive documentation is created, stored and archived in line with organisational requirements. Develop or assist in the development of systems to maintain data and statistics to inform service delivery and contribute to accountability for outcomes achieved, in consultation with the Operations Manager. Identify improvements to policy, procedures, work instructions, other organisational systems and the work environment. Participate in the consultation and/or the development, implementation and review of relevant MCS policy, procedures, work instructions and other documentation, as required. Assist with the monitoring of compliance with policy, procedures, work instructions, and other organisational and legislative requirements. Work collaboratively with relevant stakeholders to prepare, undertake and maintain external licensing/accreditation requirements.
5. Workplace Health & Safety	<p>While at work, you must:</p> <ul style="list-style-type: none"> Take reasonable care for your own health and safety. Take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons. Comply, so far as you are reasonably able, with any reasonable instruction that is given to you by the PCBU (person conducting the business or undertaking) to ensure you to comply with the Work Health and Safety Act 2011. Co-operate with any reasonable policy or procedure of the PCBU relating to health or safety at the workplace that has been notified to

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	<p>you.</p> <p>Whilst conducting work activities, you must:</p> <ul style="list-style-type: none"> • Use or wear any equipment that is provided to you, in accordance with any information, training, or reasonable instruction. • Not intentionally misuse or damage equipment or PPE, or remove any thing that is provided for safety such as guarding on equipment. • Attend safety meetings and inductions or training, and participate in the safety program. • Report hazards and notify the appropriate person of any incidents and injuries as soon as you are reasonably able.
6. Other Duties	<ul style="list-style-type: none"> • Provide occasional rostered after hours on-call support, in line with organisational procedures. • Participate in staff development and team meetings. • Work as an effective team member in accordance with Mercy Community Services' mission, purpose and values. • Engage in reflective practice and participate meaningfully in regular professional supervision sessions. • Work flexible hours to be available at a time that enables effective engagement with service participants and team members. • Other activities as directed.

POSITION REQUIREMENTS

Required to have	Beneficial to have
<ul style="list-style-type: none"> • Certificate IV in Community Services, Disability Services or similar. • Demonstrable knowledge of the Human Services Quality Framework standards and its application to practice. • Previous experience in a supervisory role. • Strong, demonstrable experience in coaching and leading staff to implement best practice within disability services settings. • Previous experience in Disability Services or similar NFP organisation. • Demonstrated intermediate ability to use computer IT systems including MS Office and electronic Client Management and HR Systems. • Queensland Provisional Green or above Drivers Licence. • Ability to obtain positive notice in the legislatively required personal history check in line with service stream compliance requirements. 	<ul style="list-style-type: none"> • Relevant Degree or Associate Diploma.

KEY SELECTION CRITERIA

1.	Demonstrated ability to oversee effective person-centred services, including the promotion of services which empower individuals and support them to attain their goals and aspirations.
2.	Previous experience in leading and supporting a team, including demonstrated professional leadership practices to drive a responsive culture of excellence and continuous improvement.
3.	Previous experience and knowledge around supporting people with high and complex needs;

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	including the ability to adapt to changing needs.
4.	Knowledge of the National Disability Insurance Scheme and/or ability to access information regarding the changing nature of the industry and its impact on day to day service.
5.	Willing and able to work within a Christian context and Mercy Community Services' mission, purpose and values.

EMPLOYEE ACKNOWLEDGEMENT:

I acknowledge that I have read and agree with the position description given, and will adhere to the tasks and performance expectations therein.

Signed: _____

Name *(please print)*: _____

Date: _____

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