

<b>JOB TITLE:</b>	Team Leader Residential – Level 4	<b>AWARD:</b>	Social, Home Care and Disability Services Industry Award 2010
-------------------	-----------------------------------	---------------	---

### THE DISABILITY TRUST

#### VISION

Creating an inclusive world built on trust, respect and equality, where people with a disability live the life they choose.

#### MISSION

The Disability Trust partners with people and their communities to support life enhancing opportunities for everyone to live, work and belong in an inclusive world.

#### VALUES

Our commitment to inclusion and choice is built and sustained by:

- Respect and Equality
- Trust and Honesty
- Creativity and Innovation
- Adaptability and Flexibility
- Tenacity and Resilience
- Partnership and Collaboration

### THE SCOPE AND PURPOSE OF THE JOB

The Team Leader Residential is responsible for ensuring the smooth day to day operation of a service/services in order to provide quality community inclusion opportunities for people with disabilities. To plan, organise and control the activities of services, in conjunction with the Manager of the service. To ensure the delivery of services in a way that maintains the health and safety of employees, volunteers and participants.

This includes responsibility for the day to day operations of the home/centre, staffing arrangements, liaison with families around participant needs and ensuring the care and well-being of the participants is provided within a framework of person centred service delivery and respect for human rights. In conjunction with management work towards the smooth transition of services to an NDIS model and provide support to participants, family and employees throughout the transition. The Team Leader will provide supervisory support to Disability Support Workers in one or more workplaces with overall direction from the manager of the service(s). The position typically involves working in services with individuals or groups with more complex needs and may include oversight of more than one site or facility.

### RESPONSIBILITIES AND DUTIES

#### PARTICIPANT SERVICES

- To ensure the relevant needs of the target group and individual participants are identified and met.
- Monitor participant files and ensure that all information is current.
- Assist the Disability Support Workers to ensure the rights of participants are safeguarded.
- Ensure participant programs are followed, reviewed and documented as per procedures on a daily basis.
- Supervise and assist participants as necessary with personal care:

- Showering of participants
- Dressing of participants with severe disabilities
- Repositioning of participants in wheel and water chairs
- Transferring participants involving pushing, pulling, bending and lifting up to 16kg
- Use of lifting equipment using hoists and pelican straps to lift participants and slip sheets and slide board.
- Participate in the person centered planning process for individual participants and monitor outcomes.
- Work with participants, family/ carers, relevant case managers and other professionals to support the participant's individual goals.
- Assume the role of key worker for designated participants, including the preparation of a monthly report on participant progress.

### OPERATIONAL

- Work with the Manager to ensure that all employees have appropriate training and support to achieve the agreed service delivery and related tasks.
- Identify and liaise with other community services/departments to meet participant needs.
- Provide regular reports to the Manager on service issues and outcomes.
- In conjunction with other employees assist in developing, implementing and evaluating training and behavior programs to attain identified individual goals.
- Ensure that all programming undertaken is appropriately maintained, documented and reviewed.
- In conjunction with the Manager, maintain the financial and administrative operations including petty cash accounting, employee rosters and stationary requirements.
- Ensure that supports are delivered in line with TDT's quality systems framework.
- Work with the Manager to ensure that the service meets expected outcomes and compliance metrics.
- Provide information on the service's performance against organisational metrics as requested by the Manager.

### TEAM

- Complete or oversee annual Performance Development process across the Service.
- Report any staffing issues regularly to the Manager.
- Work with the Manager to develop systems for improving the skills qualifications and performance of employees and enhancing workforce retention.
- Work with the Manager to ensure effective and efficient working environment for employees and participants.
- Works with Manager to provide support and direction to the team, including organisation of relief support.
- Participate in employee training in order to assist the service to maintain optimum service delivery for participants.
- Facilitate staff meetings to allow team feedback and communication.
- Monitor and sign off on rosters and timesheets for employees within the team.
- Liaise extensively with employees to ensure the overall smooth and consistent running of the house/service.
- Actively contribute to a team environment through open communication, participation in regular staff meetings, planning processes and policy review. Provide back up and support to other employees as necessary.
- Assist with organisational support systems as required.

### WORK HEALTH AND SAFETY

- Participate in employee consultation processes around The Disability Trust's Work Health and Safety Policy and relevant specific work practices.
- Undertake compulsory induction and WHS training and refreshers.
- Ensure all WHS instruction and Safe Working Procedures are followed exactly including:
  - Comply with policy and training to ensure correct Manual handling (including use of hoists and positioning). Do not undertake any lifting against directions.
  - Comply with policy and training to ensure effective Infection Control.
  - Comply with policy and training on Administration of Medication.
  - Complete training and undertake competency-based checks prior to working with participants assessed as having high support needs related to challenging behaviour and personal care needs.
  - Other safe working procedures as required.
- Be vigilant in monitoring individual work practices and report any concerns with respect to health and safety immediately to The Disability Trust.
- Investigate low level incidents (4 and below) and report follow up actions to the Manager
- Report all hazards to supervisor promptly and take immediate action to mitigate risk from hazards
- Report all injuries promptly.
- Carry out all duties with diligence and due care for personal safety and the safety of others.
- Ensure safe usage of The Disability Trust's vehicle when required to drive.

### INFORMATION TECHNOLOGY

- Utilise computer systems and software programs to ensure effective service delivery, communication and storage of information.

### CORPORATE RESPONSIBILITIES

- Complete all compulsory training and submit all background checks to Human Resources before commencement of active shifts including updates as required.
- Display a commitment to the Mission, Vision and Values of The Disability Trust.
- Have a commitment to team work and contribute to the team and organisational performance.
- Ensure The Disability Trust Code of Conduct is adhered to at all times.
- Comply with all policies, procedures and work practices at all times.
- Ensure The National Standards for Disability Services are adhered to at all times.

### CRITERIA

#### ESSENTIAL

- Relevant tertiary qualification (at Cert IV level) or equivalent relevant experience
- Experience in leading, motivating and upskilling employees in the disability or community services sectors
- Two or more years' experience working with participants with any of the following: mental illness, Acquired Brain Injury, high medical needs or challenging behaviours
- Ability to build effective relationships with participants, their families and medical personnel to facilitate a person centred support structure
- Demonstrated high level of written and verbal communication skills
- Experience in the use of databases
- Understanding of privacy and confidentiality issues
- Ability to work an on-call rotating roster
- Current First Aid Certificate unless otherwise specified
- Valid Australian Driver's Licence
- A cleared Working with Children Check (WWCC)
- Working with Vulnerable People Card (ACT)
- Current National Criminal History Check (cleared within the last 12 months)

#### DESIRABLE

- Current First Aid Certificate unless specified otherwise.

#### PERSONAL QUALITIES

- Self-motivating leader focused on maximizing team potential
- Exceptionally organised and efficient in an at times irregular work environment
- Focused on providing the best quality care and support for participants.
- Commitment to social justice and inclusion and valuing difference and diversity.

#### PHYSICAL CRITERIA

- Frequent lifting up to 16kg
- Frequent bending at knees and/ or hips
- Kneeling
- High grip strength (above 15kg / 50%)
- Good cardiovascular fitness
- Standing for long periods
- Ability to reach overhead
- Ability to reach below knee height
- Ability to reach forward
- Sitting for long periods
- Bilateral lift 10kg
- Unilateral carry 10kg
- Frequent pushing / pulling

### KEY PERFORMANCE INDICATORS

#### **PARTICIPANT SERVICES**

- Participants receive appropriate levels of support essential to promote and maintain independence and participate in age appropriate activities.
- All participants receive a high level of care and support as per their Lifestyle Service Plan (LSP).
- Personal care is provided to participants in a caring and supportive way.
- Documented evidence demonstrates that service procedures are followed.
- All policies and procedures are followed.

#### **OPERATIONAL**

- Records demonstrate that participants have received correct medical and dietary intakes as prescribed by medical practitioners and as per TDT policy and procedures.
- Participant files are updated and reviewed and health care and behavior support plans are in place as required.
- Documentation of annual Lifestyle Service Plans and reviews are sighted by the Manager.
- Participant issues are reported during staff meetings.
- Employees are actively and positively engaging with participant.

#### **TEAM**

- Supervisory processes and service meetings are in place and documented.
- Team and planning meetings are actively attended.

#### **WORK HEALTH AND SAFETY**

- All WHS instructions and procedures are followed.
- A defined satisfactory outcome from an annual WHS audit of systems is obtained.
- It can be demonstrated that all employees have appropriate qualifications/ experience/ skills for the tasks they are undertaking.
- Supervision and support to follow safe practices is available to employees.

#### **INFORMATION TECHNOLOGY**

- Effectively performs all necessary tasks using internal and external electronic systems and software.