



St Vincent de Paul Society
NSW
good works

St Vincent de Paul Society NSW is a NDIS Partner in the Community delivering Local Area Coordination (LAC) services in NSW during the period from January 2016 to June 2020.

Team Leader

Position Description

Position Title:	Team Leader
Responsible Unit:	State Support Office
Position Reports to:	District Manager
Managerial Responsibility for:	Local Area Coordinators
Base Location:	Society LAC offices across NSW as allocated – with some work completed in community settings e.g. community engagement work in various local spaces needs and need any LAC Program requirements (e.g. meetings)
Primary Position Objective:	Team Leaders provide ongoing daily support to Local Area Coordinators to deliver quality supports and services to the people we serve in accordance with NDIA and Society processes, policies, targets and the Society ethos.

St Vincent de Paul Society NSW

The St Vincent de Paul Society NSW is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded in France in 1833 by 20 year-old Frederic Ozanam, who wanted to eradicate poverty and disadvantage. The Society came to NSW in 1881 and now has around 16,000 members and volunteers and 2,000 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

The St Vincent de Paul Society NSW is a leading provider of community support services and has close to 100 Special Works in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

St Vincent de Paul Society NSW and the NDIS

The St Vincent de Paul Society NSW has been commissioned by the National Disability Insurance Agency to provide local area coordination to ensure people with disability who are currently receiving supports from NSW or Commonwealth Government disability programs experience a smooth transition to the NDIS.

This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The scheme will be introduced gradually to ensure no disruption for people with disability and support providers.

The Society will provide LAC and ILC services in the Central Coast, Hunter New England, South Western Sydney, South East Sydney and Sydney districts of NSW

Duties and Responsibilities

Team Leaders are responsible for ongoing daily support to Local Area Coordinators to deliver quality supports and services to the people we serve in accordance with NDIA and Society processes, policies, targets and the Society ethos.

The focus of Team Leader activities may change over time based on the team's participant load and level of community engagement and ILC work at any given time. A key focus of the Team Leader role is to guide and support their teams to deliver a locally based first point of contact designed to improve access to and engagement in, Local community and mainstream services.

Further responsibilities of this role include the following: Team Leaders are expected to model positive behaviors that encourage a culture of innovation and accountability in all team members as they deliver the LAC and ILC services. Team Leaders may also be required to deliver LAC and ILC functions directly and work directly with participants, their support people or communities.

The focus of various LAC and ILC activities may change over time based on the participant loads and which stage participants are at in the NDIA pathway. Further responsibilities of this role include the following:

Supervision and Support

- Coach and mentor team members in the provision of support to individuals accessing the NDIS and those with a disability who are not eligible for the NDIS.
- Provide regular supervision and reflective practice to team members, this may include attending participant meeting from time to time.
- Allocation and monitoring of LAC workloads and workflows to achieve targets across the team and to manage staff wellbeing.
- Act as an escalation point for complaints / complex queries and issues that are outside of normal process/procedure.
- Work with each team member to set goals and objectives for their performance and development plans and support them to achieve these and manage any issues in accordance with relevant policies and procedures, and the Stronger Together Framework.
- Maintain time and leave records in accordance with relevant policies and procedures and ensure all relevant documentation is provided to the District Manager, including timely response to fortnightly payroll reports to ensure payroll records are accurate.
- Seek appropriate approvals and inform HR of any requested employment changes in a timely manner.
- Contribute to continuous improvement practices by undertaking internal reviews of the team's work in consultation with the District Manager.
- Implement safe systems of work in accordance with Society WHS policies and procedures.
- Demonstrate Child Safe behaviors at all times and identify and respond to concerns about risk of harm in line with legislative and Society requirements.
- Support, assist and consult with individuals and families accessing the LAC and ILC services in a way that promotes independence, empowerment and involvement.
- Support new team members through induction, orientation and probation processes (including completed documents and meetings).
- Conducting performance and development activities as per the Society's professional development program with individual team members.
- Work with District Manager and HR on areas of staff performance management.

Community Awareness and Engagement

- Work in partnership with members of the Leadership team to identify opportunities for capacity building in the local community.
- Support and mentor Local Area Coordinators to identify opportunities and undertake community engagement and capacity building work with a focus on achieving outcomes that align with the program objectives.
- Encourage, support and resource team members to build positive partnerships between individuals, families, carers, local organisations, businesses and the broader community to build a more inclusive, welcoming and accessible community
- Work with team members to develop a sound understanding of the key issues for people with disabilities and use this to inform local planning. Identify opportunities in collaboration with team members where they can participate in and contribute to the local community, including community-driven education, events and capacity building
- Work with team members to ensure a working knowledge of the community is maintained.

Team Leader (LAC Program) – Position Description June 2019

Operational

- Ensure Operating Procedures, as directed and required by the NDIA and The Society, are fully implemented.
- Keep up to date with current NDIA task cards and Standard Operating Procedures, ensuring these are implemented into work practices.
- Capture and report feedback and / or complaints from stakeholders and escalate appropriately to your supervisor. Actively participate in investigations and resolutions where directed.
- Work alongside the leadership team and other staff on special projects as required.
- Work with the leadership team to achieve consistency in practices across the LAC program.
- Build and maintain a current working knowledge of local community supports and services.
- Participate in and facilitate where required, external workshops, conferences and other forums as appropriate.
- Represent the Society's LAC Program at external events as required.
- Work to deliver on agreed targets and goals.
- Perform the functions of a LAC (the duties are outlined in the LAC position description) as required depending on own and team's workloads.

Administration

- Provide accurate and timely information to management as per reporting requirements.
- Organise and maintain appropriate administrative records.
- Review and Monitor all LAC team members' documentation ensuring compliance with quality standards.
- Provide accurate data for reporting purposes and respond to all requests for information in a timely manner.
- Prepare submissions, reports and correspondence as required.
- Work with the team to ensure that Privacy and Confidentiality of records across the team are managed in accordance with legislation, policies and NDIA requirements.
- Work with District Manager to manage team expenses and resource requirements.
- Maintain day to day maintenance and office functions.

Positive Culture

- Embrace and actively demonstrate the mission and vision of the Society, ensuring that providing a 'hand-up' is evident in all that you do.
- Maintain professional boundaries and adopt high ethical and professional standards.
- Contribute to a workplace culture that is respectful, non-judgmental, and inclusive and which promotes and upholds human rights at all times.
- Actively demonstrate our organisational values, as outlined in the Society's Code of Conduct.
- Declare any actual or potential or perceived conflict of interests in accordance with Society's policies and procedures.
- Actively support the team through changes, e.g. to practices, processes, clarifying changes and working towards consistency and acceptance across the LAC program.
- Participate in a collaborative and positive teamwork culture including mentoring/coaching and supporting colleagues to ensure consistent practices.
- Develop and maintain internal and external stakeholder professional relationships which foster collaboration and working in partnership.
- Contribute to a positive team work environment including supporting shared workload / workflow and adaptability to change.

NOTE: *All LAC employees and Team Leaders are expected to travel and work independently for significant periods of time as well as work remotely across some locations of NSW.*

Essential Criteria

- Certificate IV in Disability or Community Services (or working towards) and/or Demonstrated experience working in the human services sector e.g. disability, child services, allied health, social work, community development, education and/or relevant qualifications or training on social inclusion, community development and engagement or person centered thinking and planning.
- Strong understanding of key principles of the NDIS for participants and communities. Experience implementing person centered approaches and other contemporary disability and community services practices.
- Demonstrated experience leading a team including coaching mentoring and sound knowledge of WH&S legislation as it relates to the workplace.
- Ability to work collaboratively, analyze, problem solve and contribute to consistent, yet innovative work practices.
- Demonstrates ethical, inclusive and non-judgmental attitude towards others.
- Highly developed verbal and written communication (including report writing), interpersonal and negotiation skills.
- Proven ability to be personally adaptable and support others in a changing environment and ability to prioritize competing demands.
- Willingness to adhere to the mission and ethos of the St Vincent de Paul Society and Code of Conduct
- Demonstrated ability to manage workflows, meet deadlines and achieve targets as an individual and through leadership across a team.
- Strong computer skills including Microsoft Office (Eg Word, Excel) and experience working with client information systems.

Desirable experience/skills

- Tertiary qualifications in Social Science, Health or at least 3 years' experience in leadership role within disability.
- Lived experience of disability will be highly regarded.
- A valid driver's license and willingness to undertake regular travel.
- Flexibility to attend meetings or travel outside of usual office hours as needed from time to time to support program needs.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer