



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 transition period from January 2016 to June 2018.

Team Leader

Position Description

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| Position Title: | Team Leader |
| Responsible Unit: | State Support Office |
| Position Reports to: | District Manager |
| Managerial Responsibility for: | Local Area Coordinators |
| Base Location: | Detailed in Contract of Employment |
| Primary Position Objective: | <ul style="list-style-type: none">• Responsible for the day-to-day supervision and coordination of the Local Area Coordination teams.• Work directly with participants, supporting them to access the NDIS through the design and implementation of individual plans.• Role-model positive behaviours that encourage a culture of innovation and accountability in all team members, in delivery of the LAC program. |

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 1,400 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.

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 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 the day-to-day supervision and coordination of the Local Area Coordination teams and are expected to model positive behaviours that encourage a culture of innovation and accountability in all team members as they deliver the LAC program. Further responsibilities of this role include the following:

Supervision and Support

- Coach and mentor team members in the provision of exceptional support to individuals accessing the NDIS.
- Provide regular supervision and reflective practice to team members.
- Act as an escalation point for complex queries and issues that are outside of normal process/procedure.
- Set goals and objectives for each team member's performance and development plan and support them to achieve these and manage any issues in accordance with relevant policies and procedures.
- Maintain time and leave records in accordance with relevant policies and procedures and ensure all relevant documentation is provided to the District Manager.
- Contribute to continuous improvement practices by undertaking internal reviews of the team's work.
- Implement safe systems of work in accordance with Society WHS policies and procedures.
- Support, assist and consult with individuals and families accessing the LAC Program in a way that promotes independence, empowerment and involvement.
- Ensure regular plan reviews with clients occur as part of standard operating policy.

Coordination and Planning

- Provide accurate, relevant and timely information to those accessing the program.
- Ensure Operating Procedures as directed and required by the NDIA are fully implemented.
- Support individuals, families and carers to gain the skills, confidence and expertise required to plan for the future.
- Assist individuals to access supports and services in their local area needed to pursue their identified goals.
- Work alongside the leadership team and other staff on special projects, as and when required.
- Build and maintain a current working knowledge of local community supports and services.
- Perform the functions of a Local Area Coordinator (the duties are outlined in the LAC position description).

Administration

- Organise and maintain appropriate administrative records.
- Ensure proper records are maintained via use of the NDIS system.
- Provide data for reporting purposes and respond to all requests for information.
- Prepare submissions, reports and correspondence as required.
- Manage team expenses and resource requirements.

Human Resource Management

- Manage staff including performance, rosters and payroll.
- Complete supervision and support sessions with LACs on a regular basis
- Conduct formal annual staff performance appraisals and provide regular feedback.
- Actively work with the Training Coordinator to continually coach and develop staff.
- Support the District Manager to coordinate payroll requirements.

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.
- Demonstrate professionalism and adopt high ethical and professional standards.
- Be an advocate and champion of choice for individuals accessing the program.

- 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.

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| NOTE: <i>All LAC employees are expected to travel and work independently for significant periods of time as well as work remotely across some locations of NSW.</i> |
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Essential Criteria

- Demonstrated experience working in the human services sector e.g. disability, child services, allied health, social work, community development, education.
- Highly developed communication, supervision, collaborative, interpersonal and negotiation skills.
- Ability to consider and adjust to the needs of participants, families, carers and wider community.
- Demonstrated ability to lead a team and ability to work collaboratively and contribute to consistent, yet innovative work practices.
- A commitment to and a deep understanding of the Vision, Mission and Values of the St Vincent de Paul Society and ability to maintain an ethical, inclusive and non-judgmental attitude towards staff and those accessing the LAC program.
- Demonstrated written communication, analytical and problem solving skills.
- Sound knowledge of WH&S legislation as it relates to the workplace.
- IT literate and able to work with client information systems.
- A valid driver's licence and willingness to undertake regular travel.

Desirable experience/skills

- Qualifications and/or lived experience of disability (while not essential) will be highly regarded.

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