

Team Leader, Accommodation Services – Disability and Inclusion

Position Description

Directorate:	Vinnies Services
Reports to:	Cluster Manager, Accommodation Services
Direct reports:	Disability Support Workers
Location:	Based within accommodation service.
Primary position objective:	To provide high quality community based supported accommodation for people with a disability. This support encourages developmental opportunities and supported decision making.

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

Directorate overview

This position is in the Vinnies Services directorate. The Vinnies Services directorate provides a range of evidence-based services and programs that support men, women and children experiencing poverty or disadvantage to rebuild their lives. The teams within the directorate and their functions are:

Homelessness and Housing: this team is responsible for state-wide management of excellent homelessness and housing services.

Disability and Inclusion: this team is responsible for state-wide management of excellent community inclusion services, including disability services.

Health: this team is responsible for state-wide management of excellent health services.

Clinical Governance: this role is responsible for driving accountability for state-wide provision of high quality and safe services to the people we serve.

Service Innovation and Business Development: this team is responsible for service innovation and business development.

Accountabilities and responsibilities

The Team Leader, Accommodation will:

- Support the successful implementation of the Strategic Plan within their team.
- Coordinate all aspects of the onsite accommodation services including relevant documentation is completed, shift changeover processes, the daily activities of clients and staff and the development of rosters to ensure that all shifts are adequately filled.
- Participate in the on-call roster to assist with issues relating to clients, staff, rosters, facilities or any other after hour matters as they may arise. ,
- Build and maintain a current working knowledge of local community supports and services to ensure a holistic person-centred approach to service this includes contributing to key community and interagency meetings / forums, advocating, and raising awareness of key issues.
- Contribute to the growth in service provision, program sustainability, and feedback and evaluation processes that promote consumer participation and contribute to continuous quality improvement.
- Provide support to people with disabilities in areas such as personal care, health and well-being, accessing the local community, learning independent living skills and implementation of all supports in accordance to their funded support needs
- Provide leadership to direct reports including performance and development planning, managing performance issues that may arise as per policy and procedure to optimise team performance. .
- Communicate effectively with all stakeholders in a professional manner and ensure ongoing positive relationships are formed with funders, peak bodies and other key stakeholders
- Assist with the coordination of data collection within the service, including reviewing daily, ensuring compliance with current legislative and NDIS registration requirements and organisational processes.
- Ensure that the Society effectively safeguards children. Ensure that staff and volunteers complete relevant pre-engagement checks (National Criminal History check, and where required Working With Children Check); act in accordance with the organisation's Code of Conduct and Member and Volunteer Charter; and comply with the organisation's Workplace Health and Safety program.
- Ensure a safe working environment for members, staff and volunteers by implementing the Society's workplace health and safety practices.
- Ensure that effective risk management protocols and procedures are in place to ensure compliance with legal, employment and governance requirements including the NDIS Quality and Safeguard Standards

Critical Key Performance Indicators (KPIs)

- Effective engagement of members in service.
- Services are delivered in an environment that empowers people with disabilities and promotes inclusion
- Services are compliant with all relevant regulatory and quality standards.

Key working relationships

In addition to staff within the Disability and Inclusion division the Team Leader will foster close working relationships with:

- Mission and Spirituality,
- Facilities (Corporate Services);
- Learning and Development (People and Culture);
- Accounts Vinnies Services (Finance);
- SCIS Business Partner (Disability and Inclusion);
- Field Technology Support Partner (Corporate Services)

Essential criteria

Critical Capabilities

There are nine capabilities expected of all people in all roles at all levels across the Society

- **People we Serve Centric:** (Level 3) Enable the delivery of high-quality services that provide a hand up for the people we serve.
- **Values based leadership:** (Level 2) Enable individuals and teams to be guided by the Society's mission, vision, values and lay Catholic heritage.
- **Impact focus:** (Level 3) Enable others to deliver positive impact through informed decision making and efficient and effective use of resources.
- **Collaboration:** (Level 2) Enable collaboration with Conferences, directorates and teams to create opportunities, solve challenges, foster the Society's mission and implement the Strategic Plan.
- **Change leadership:** (Level 2) Support others to engage with and adapt to change.
- **Team performance:** (Level 3) Motivate and manage individual and team performance and develop their capabilities.
- **Digital engagement:** (Level 2) Enable and facilitate participation in virtual, dispersed teams using digital tools.
- **Innovation and improvement:** (Level 2) Encourage innovative behaviour to improve existing and new services and ways of working.
- **Financial acumen:** (Level 2) Enable others to use the Society's resources responsibly and keep expenses within budget.

Role-specific criteria

- Minimum TAFE Certificate IV /Relevant tertiary qualification/s and / or demonstrated experience in community services and / or other relevant area.
- NDIS New Worker Screening and the Certificate of completion for The NDIS Worker Orientation Module – Quality, Safety & You or willingness to obtain Certificate of completion.
- Experience working with challenging and diverse client groups with the ability to use sound judgement and act appropriately in crisis and emergency situations
- Demonstrated experience in staff supervision and site management.
- Demonstrated ability and confidence in the management of complex and challenging behaviours and participant situations apply.

- High level computer literacy
- Excellent organisational and time management skills with the ability to prioritise and manage multiple and competing work tasks and deliver to agreed deadlines.
- Adaptability and flexibility to changing work environments and requirements.
- Strong interpersonal skills with the ability to work with a broad range of people from a variety of backgrounds and experiences, including cultural sensitivity and cross-culture communication
- Current First Aid certificate.
- NSW driver licence and ability to travel.

Desirable criteria

- Experience working in a membership-based organisation to support and empower members and volunteers.
- Experience leading a team in disability accommodation services.