

Position Description

Title:	Team Leader
Business Unit:	Disability Residential Services
Location:	Ringwood
Employment type:	Ongoing Full time
Reports to:	Co-ordinator, Disability Residential Services

About Uniting

Uniting works alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Murrumbidgee in East Gippsland, the Wimmera region in the west, and across Tasmania.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, trans, gender diverse and intersex (LGBTIQ) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

Position purpose

This position is responsible for leading and supporting a team of Disability Support Workers as well as having a responsibility for 2 to 3 Disability Residential Services providing Supported Independent Living (SIL). The role oversees the 24-hour care and support to residents utilising these services. The Position is responsible for ensuring high quality care to clients, delivering support in a manner that respects a person's choice and control. The position is also responsible for ensuring support and supervision is provided to the Uniting Disability Support Workers working in these services.

Scope

Budget:	Small operating expense budget and petty cash
People:	Disability Support Workers and Student Placements

Relationships

Internal:	<ul style="list-style-type: none"> Disability Residential Services Leadership Team Uniting Rostering Team All Uniting Staff
External	<ul style="list-style-type: none"> Residents, families and carers Local Disability and Community Services providers Department of Health and Human Services (DHHS) Support Coordinators National Disability Insurance Agency (NDIA) Funding bodies Allied Health Professionals

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Team Leader – Disability Residential Services



Key responsibility areas

People Management

- Lead, develop and inspire an engaged and productive team of Disability Support Workers and create a client focused team
- Provide ongoing supervision, coaching, support and constructive feedback to address individual and team capability gaps and grow potential
- Ensure team members meet all relevant performance and outcome indicators, and comply with relevant internal and external standards, policies and procedures
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision
- Manage team dynamics and promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting’s values
- Plan and schedule own work and assist in prioritizing the work of others in your team. Monitor progress against work plans and required outcomes and take appropriate corrective action
- Assess the effectiveness of team members and participates in organising the allocation of staff
- Support teams to problem solve and work through complex client issues to achieve positive client outcomes
- Support team members through sector reform and organizational change.

Service Delivery

- Lead, develop and support the provision of high quality Supported Independent Living services to residents
- Ensure service delivery reflects resident’s choice and responds effectively to the diversity of resident’s needs
- Ensure service delivery for each resident is consistent with their NDIS plan and SIL quotes and that rosters are delivered accordingly
- Identify opportunities for improvement to services provided and recommend changes to procedures and standards that impact beyond own team
- Takes action to promote or implement new ideas and encourages others to do so
- Work with the Coordinator and Manager to implement innovation and continuous improvement in service delivery
- Assist with ensuring all accreditation and compliance standards are met.

Professional Relationship Management

- Undertake service liaison and communication with residents and/or their significant others in a variety of complex problem resolutions
- Understand relevant stakeholder relationships and the importance of these to the organisation. Assists with building and maintaining professional positive stakeholder relationships
- Develop and maintain appropriate effective relationships with key stakeholders including clients, families, peak bodies, community service organisations, relevant professionals and government officials
- Ensures team members build knowledge and strong working relationships with community groups, service providers and other agencies.

Finance and Record Management

- Responsible for all reporting with respect to Riskman and electronic filing/documentation
- Ensure accuracy all forms of reporting, and provision in a timely manner
- Support Coordinator and Manager with budget preparation, implementation and management
- Support the management of program budgets and provide reports as required
- Ensure service delivery is aligned with program funding
- Ensure accurate and current client records are maintained.

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Quality and Risk

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks
- Understand sector reform and work with staff to drive the change within procedures and processes, advising of required changes to improve performance and client outcomes
- Develop an understanding of risk and quality management reporting amongst staff with a focus on continuous improvement.

Personal accountability

- Compliance with Uniting’s values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting’s values and professional standards of behaviour
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)
- Promote a positive safety culture by contributing to health and safety consultation and communication
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

Performance indicators

- Staff are receiving regular monthly supervision and meeting agreed work plans
- Staff are receiving performance management, as required
- Completion of monthly reports, in a timely manner
- Ensuring all client reporting and records, including Behaviour Support Plans, are completed by due dates

Person specification

Qualifications & requirements

- Certificate IV in Disability
- Diploma of Leadership/Management or equivalent proven experience
- Full driver’s licence valid in Victoria
- First Aid Level 2 (including CPR)
- Consent to participate in the Disability Worker Exclusion Scheme (DWES)
- Ability and willingness to work an afterhours on-call roster
- Ability and willingness to work regular Saturday and Sunday shifts – one weekend day per fortnight
- Compliant roadworthy vehicle
- This position will be required to drive between services with reimbursement of kilometres travelled.

Experience & competencies

- Proven work experience in a disability environment, preferably in a residential setting
- Experience in a supervisor/team Leader, preferably in a Residential setting

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Core selection criteria

- Significant knowledge of human rights based approaches to supporting a person with a disability, and the individual and community context of disability
- Active understanding of Positive Behavioural Support framework and its use in a disability setting
- Ensures person-centred approaches to identifying goals and aspirations for people with disabilities are understood and incorporated into plan implementation and service offerings/supports
- A significant knowledge of human rights based approaches in the disability sector and the individual and community identity and context
- Ensures people with disabilities (residents) are appropriately supported in the areas of life learning, participation, employment and community inclusion
- Ensures goals and aspirations are met through effective individual plan implementation and support processes
- Understanding of outcome frameworks, need to establish goals and monitor outcomes
- Comprehensive working knowledge of relevant community networks and relevant external services
- Comprehensive knowledge of supports and services available internally and externally
- Practical working knowledge of IT systems (Risk Management, Customer Management, Financial Management) that are used in a residential environment
- Knowledge of relevant policies, procedures, standards and legislation
- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values
- **Personal Attributes:**
 - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen
 - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement
 - Culturally Aware: Values diversity as a strength and positively utilizes and supports diversity
 - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships
 - Conscientious: Responsible, dependable, organised and persistent.
 - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development
 - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries

We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting’s operational, service and consumer requirements.

Employee

Manager

Name:

Signature:

Date: