

Position Description

Team Leader



REPORTS TO:	Services Manager
DIVISION:	Client Services - See Organisational Chart
TIME COMMITMENT:	Full Time - 76 hours per fortnight
DATED:	19 April 2018
AWARD:	Murray Human Services Inc Disability Services Victoria (Part 1) Collective Agreement 2008

Vivid is a multi-faceted organisation providing a range of supports, services and resources to people with support needs in the community. We have a rich history dating back to 1963 and currently provide services to over 200 people and employs over 200 staff. We offer a unique environment where staff and supported persons are valued.

Vivid is committed to equal opportunity in employment, education and welfare for staff and supported persons. Staff are selected and promoted on merit.

POSITION SUMMARY:

A Team Leader, under the supervision of the Services Manager, is responsible for coordinating Day Services and transport arrangements to supported persons supported by their team. This includes individual assessments, Individualised planning and allocation of staff and volunteer resources, monitoring services provided, administrative duties, and ensuring outcomes for supported persons that meet their individual needs. The Team Leader is responsible for the daily supervision and mentoring of staff directly providing services and a key point of contact for supported persons, their families and volunteers.

1. KEY RESPONSIBILITIES:

(i) Consumer Planning

- Liaise with service networks and other services to meet the needs and goals of clients.
- Ensure that each supported person has a current PCP (Person Centered Plan) – this activity may be delegated to Key Workers.
- Ensure that documentation required around NDIS Plans is prepared in a timely fashion as required.
- Coordinate the implementation of clients' Individual Plans with the aim of meeting the defined goals and objectives within the timelines identified in the plans.

Position Description

Team Leader



- Ensure that the appropriate level of assistance and training is delivered so that supported persons can meet their goals as set out in their Individual Plans.
- Facilitate the establishment of a circle of support as directed by a supported individual and/or their advocate.
- Encourage a “One person-One plan” approach with other service providers.
- Attend or ensure a delegate from Vivid attends Care Plan or Case Management meetings for supported persons who have external care management (e.g. NDIS, TAC, Case Management, DHS)
- Identify the need for specialised referrals and development in specific support plans and liaise with the Services Manager for appropriate referral methods (eg. Allied Health, behaviour consultants, speech therapists)
- Ensure that specific support strategies for individuals are consistently followed, as set by specialists, consultants or management
- Ensure that the dignity of the individual is safeguarded at all times during personal care or support provision.
- Ensure that incidents are reported as per the CIMS Incident Reporting Policy.

(ii) **Program Planning**

- Coordinate delivery and monitor the effectiveness of all services delivered.
- Maintain a schedule of site specific and individualised services (eg. Timetables, off site registers, etc).
- Develop and maintain community networks to enable individuals to be linked regularly within the community.
- Coordination of community volunteers/networks in consultation with HR and Services Manager.
- Identify and promote opportunities for the placement and inclusion of volunteers within Day Services
- Provide ongoing on-the-job training and mentoring to new and existing staff and volunteers

Position Description

Team Leader



- Identify staff to participate in professional development activities to continually improve skills in the support of clients and implementation of individual plans

(iii) **Leadership and Support to Staff**

- Provide leadership to the team of Instructors and volunteers.
- Assist in the Role Specific induction of new staff/volunteers.
- Organise rostered placement of staff, volunteers and placement students.
- Supervise members of staff team in the execution of position descriptions.
- Monitor the supervision of any Work Placements or Students, ensuring a responsible staff member is appointed to act as their Mentor.
- Conduct and arrange documentation of team meetings and ensure all relevant staff have received copies of the minutes.
- Manage staff in consultation with the Human Resources Manager, Services Manager, as relevant, in a fair, industrially sensitive manner for efficient and effective service provision. Follow up on any performance issues that require attention (e.g. breaches of code of conduct).

(iv) **Administration**

- Respond to emergencies and ensure that relevant follow up is obtained for alleviating possible issues from the emergencies (e.g. defusing or debriefing).
- Ensure that all supported persons' records and correspondence are current and that principles of confidentiality are maintained.
- Submit reports as required to the Service Manager in an agreed format.
- Participate in regular reviews of the service, both internally and externally.
- Maintain a flow of communication to management, staff, supported persons, families and carers and volunteers.
- Ensure that regular documentation relating to Individual goals is completed as requested and kept up to date.

Position Description

Team Leader



(v) **Liaison**

- Liaise with Senior Management on a regular basis and advise of current issues facing Service Delivery.
- Develop and maintain networks with other service providers (disability specific and non-disability specific) and other relevant community members to increase opportunities for inclusion of people with support needs in the community.
- Liaise with Corporate Services personnel as required (Executive Officer, Finance Manager, OH&S Coordinator, Quality Coordinator)
- Liaise with Human Resources Manager for support of staff and volunteers.

(vi) **Organisational**

- Comply with legislative requirements affecting provision of services (e.g. Disability Services Act 2006)
- Actively contribute to regular Team Leader meetings
- Comply with non-legislated guidelines (e.g. Disability Service Standards) and comply with mandatory reporting requirements (DHS & funding)
- Comply with organisational Quality Assurance Policies and Procedures.
- Contribute to the ongoing development of Quality Management system through range of quality activities as directed by Services Manager and/or Quality Coordinator
- Ensure compliance by all services staff with the Quality Assurance Policy and Procedures established for Vivid.

(vii) **Financial & Resource Management**

- Comply with existing systems, including purchasing and payment authorisation and petty cash, reporting and other accountability procedures.
- Become familiar with the Funding & Service requirements of the various funding bodies.
- Develop budgets in consultation with staff, Service Manager and the Finance Manager.

Position Description

Team Leader



- Implementation and accountability for the LINKS Program Budget as per financial procedures.
- Ensure that practical daily resources are available to staff (e.g. program materials, consumables, information resources, and general supplies).
- Ensure that use of Vivid resources by outside users conform to established procedures.
- Assist in the preparation of submissions for funding or other resources.

(viii) **Information Technology**

- Keep abreast of computing technology and resources.

(ix) **Strategic Planning**

- Participate in the development of the Organisation's Strategic Plans.
- Participate in Leadership Team Meetings as requested.
- Facilitate the implementation of the organisational strategic plan objectives as relevant to the site and Day Service department

2. **ADDITIONAL CORPORATE RESPONSIBILITIES**

A Team Leader may be asked to deputise for the Services Manager in their absence.

3. **OCCUPATIONAL HEALTH & SAFETY (OH&S)**

All staff and employees are responsible for the following safe work procedures and instructions:

- Complying with the Occupational Health and Safety Policy and Procedures Manual;
- Adopting work practices that support OH&S programs;
- Taking reasonable care of themselves and others who may be affected by their actions;
- Seeking guidance for all new or modified work procedures to ensure that any hazardous conditions, near misses and injuries are reported immediately to a supervisor;
- Do not wilfully place at risk the health or safety of any person in the workplace;

Position Description Team Leader



- Participating in meetings, training and other health and safety activities;
- Do not wilfully or recklessly interfere with or misuse anything provided in the interest of environment health and safety or welfare;
- Wear personal protective equipment as provided; and
- Cooperate with the organisation in relation to actions taken to comply with the Occupational Health and Safety Act 2004.

Team Leaders are also responsible for:

- Ensuring all appropriate actions are taken to implement the OH&S Policy and procedures and legislative requirements;
- Demonstrating commitment to health and safety through participation in formal and informal discussions, workplace visits, risk assessments and hazard inspections;
- Responding promptly to any notification of a hazardous situation which would place any person, the environment or property at risk, preparing reports and taking action as appropriate;
- Reviewing any health and safety related reports and take appropriate action;
- Participating in the Health and Safety Committee where required;
- Ensuring consultation with employee health and safety representatives, particularly on any workplace changes which have a health and safety component;
- Initiating actions to improve health and safety; and
- Regularly reviewing the health and safety performance of all staff/employees under your supervision and ensuring all staff/employees receive regular training as required to perform their jobs safely.

4. KEY SELECTION CRITERIA

Essential

- Certificate IV Disability Work, Diploma in Community Services and/or equivalent;
- Excellent leadership and interpersonal skills and demonstrated ability to interact professionally with a diverse group of supported persons and staff;

Position Description

Team Leader



- Demonstrated success with administration, management and organisational skills;
- Well-developed written and verbal communication skills;
- Relevant financial and budgetary experience;
- Proficiency with word processing, web browser, and email software;
- Self-motivation and ability to motivate others;
- Current Driver's License.

Desirable

- Current Certificate in Level II First Aid

5. PERFORMANCE AGREEMENT

A meeting will be held annually (minimal) during which performance measures and relevant training will be negotiated.

6. ORGANISATIONAL RELATIONSHIPS

Reports to: Services Manager

Supervises: Instructors and Volunteers

Internal liaisons: All staff

External liaisons: Community organisations, members of the community, families/carers/advocates of supported persons (as appropriate).