



## Position Description

---

**Program:** McCallum Accommodation  
**Position:** Supervisor  
**Reporting to:** Manager / Assistant Manager Accommodation

**Responsible for:** Implementation of services within the Policies and Procedures issued by the McCallum Board of Governors through the Chief Executive Officer with the focus being on supporting people with a disability to participate in valued roles and to lead self-directed lives.

### Organisational Environment:

---

McCallum provides a diverse range of services to people with disabilities. In addition to supported accommodation, other services include; support with independent living, employment services, community connections and home and flexible support in the Grampians region.

### Accommodation Supervisor:

---

Our homes are purpose built to create a safe and comfortable place for people to live. It is the person's home and they are supported by staff to make informed choices and decisions around all areas of their life. They are supported to be as independent as possible and to be part of their community.

Supervisors implement, assess, design, monitor and review the planning process for people living in our homes within a timely manner. Plans are whole-life-dreams; they are instructions to support workers and they are the person's wishes. They are communication tool to family, friends and the community. There is no one way for a plan to be done. The actual tool to develop the plan will depend on the person's needs, dreams, goals and aspirations at that particular time in their life. The person owns and drives their plan. Staff will facilitate the plan but will not control the plan nor dictate the outcome. Their plan will give people choices, encourage independence, involve family and friends if they choose, be put together in a way they like, support them to be part of the community and look at all services and supports.

Supervisors support people who are registered on Department of Human Services Disability Support Register.

Supervisor's will maintain and ensure that their team maintains a high personal and professional standard with regard to appropriate presentation and behaviour in all dealings.

Supervisors will ensure that the person supported will have the appropriate personal care and grooming when required.

Staff working in McCallum's homes will work shift work, including sleepovers or active nights and weekends if required as per needs of the people supported.

Periodically be responsible for other tasks assigned by the Assistant Manager/Manager Accommodation when required.

### Philosophy:

---

The Residential Supervisor is required to carry out his/her designated duties in accordance with the following:

A commitment to the principles and objectives of the *Disability Services Act 2006*, the *Charter of Human Rights and Responsibilities Act 2006*, and be familiar with the vision of the Disability State Plan and have a sound knowledge and understanding of the current trends in the provision of self-directed service models, community based services and of the needs and interests of people with disabilities in a day service situation.

Provide a range of activities and supports in a range of locations for people with a disability.

Ensure the delivery of high quality services that meet the needs of each person with a disability, their families, and their carers and any health professionals

Promote community inclusion and person directed support that exceeds the minimum disability standards and are delivered within the available resources.

#### **Duties and Responsibilities:**

<b>Values in Practice</b>	<p>Treat everyone with respect and act as a positive role model for staff and person supported, using appropriate and respectful language.</p> <p>Ensure each person supported, makes decisions and exercises choice as much as possible on a daily basis.</p> <p>Recognise the rights and responsibilities of each person supported and staff member</p> <p>Respect the culture, religion and present and past circumstances of each person supported and their family</p> <p>Work to build positive, ongoing relationships with all people supported, families, staff and other professionals</p>
<b>Service Implementation</b>	<p>Ensure all supports and services are based on a person's strengths, needs, interests and goals (as per individual support plans), appropriate staffing ratios and skills, as well as occupational health and safety requirements.</p> <p>Develop, implement and review a person's plans, as requested by Assistant Manager/Manager</p> <p>Implement behavioural support plans, as requested by Assistant Manager/ Manager</p> <p>Follow up on any person supported/family queries, concerns and complaints promptly and as per McCallum's Policy &amp; Procedures.</p> <p>Work with the person, their families and carers, staff and other stakeholders to develop strategies to address the identified needs of the person supported.</p> <p>Communicate with family/carers in a manner that best meets their needs.</p> <p>Facilitate and implement strategies and a range of activities and supports that meet the person supported needs and preferences within a range of locations.</p> <p>Develop a range of relationships with community providers and be familiar with what activities and supports are available.</p> <p>Assist the person supported to engage in meaningful activities and valued roles in the community that they deem to be important, wherever possible</p> <p>Develop and implement strategies that foster mutual partnerships between McCallum, the community and individuals with a disability and their families in conjunction with colleagues, Assistant Manager/Manager</p> <p>Ensure each person supported is accessing the community using the most independent means possible.</p> <p>Ensure each person supported is familiar with the process to be used if they have a concern or issue, and that they feel comfortable in exercising their rights and responsibilities</p> <p>Provide assistance with personal care if required and appropriate.</p> <p>Be aware of the person supported current and emerging needs and the needs of their family/carers.</p> <p>Under guidance of Assistant Manager, implement the outcome measurement framework to evaluate the outcomes of people accessing the service, including their families and carers.</p> <p>Under guidance from the Assistant Manager/Manager use data and information to inform</p>

service delivery.

Effectively manage grievance in accordance with McCallum's policy.

Ensure the administration of medication is consistent with McCallum's policies and provide assistance as needed.

Participate in the development of rosters in conjunction with the Assistant Manager, that reflect participant needs in line Industrial relations instruments and adhering to McCallum policies and procedures.

Ensure staff are trained in accessing and using McCallum's Client Management system and are kept informed of updates.

Super visors will responsible for providing accurate record keeping of household budget and resident's financial expenditure, ensuring it is completed and submitted to Assistant Manager within timelines.

---

**Leadership,  
Teamwork,  
Staff  
Supervision,  
Performance &  
Development**

Actively participate in the supervision, mentoring and staff appraisal processes.

Promote McCallum both as an employer and service of choice.

Promote community awareness of the person with a disability, their needs and importance.

Promote the rights of people with disabilities in a range of settings.

Implement services and supports that are consistent with standards of operation, program objectives and individuals plans in consultation with people supported, staff and where relevant, families and carers.

Support the orientation and training of new staff members and volunteers.

Work cooperatively as part of the CRU team and contribute to a positive work culture.

Work positively with other McCallum personnel.

Continue to learn and develop your skills and keep up to date with relevant policies in relation to legislation, theory and practice within the disability field and participate in staff development on an ongoing basis.

Attend and participate in staff meetings.

Confidently raise concerns or issues with other staff or management and follow-up and implement any required action.

---

**Networks –  
Internal &  
External**

Build and maintain positive relationships with other McCallum programs and external networks

Develop and maintain positive relationships and networks in the community to increase the opportunities available for people supported.

---

**Operational &  
capital budgets**

Provide services and supports within allocated budgets.

Provide information to the Assistant Manager to ensure the monthly reports are completed in required timeframe.

---

**Administration  
& Time  
Management**

Complete all required tasks in an effective and timely manner.

Maintain documentation required legislatively and organisationally, including the completion of timesheets accurately and in a timely manner.

Work within budgets and all required documentation is up to date.

Produce written/electronic documentation of a high standard.

---

**Policies &  
Practice**

Demonstrate a practical understanding of the requirements of the *Disability Act 2006* and the *Charter of Human Rights and Responsibilities Act 2006*, take responsibility for ensuring all practices within your allocated service comply with McCallum's legislative and regulatory obligations

Implement all requirements of the State and Federal privacy legislation

Be involved and contribute to the quality improvement processes in line with the Quality Framework for disability services in Victoria and implement all necessary practices.

Demonstrate an understanding of all McCallum's Policies and Procedures and comply with them at all times

Any other duties as directed that are in line with McCallum policy

---

**Quality**

Identify and implement quality improvement activities.

Comply with the quality system relating to service delivery and continuous improvements.

Understand and apply all relevant procedural and legislative guidelines, policies and standards arising from that legislation and policy.

Support the effective introduction of personal outcome measurements for all people supported and assists with the development of service and individual planning that responds to personal goals and aspirations.

Actively support and be involved in strong and effective person supported consultation and participation.

Contribute and comply with the maintenance and improvement of McCallum's quality management system as required.

Exhibit a commitment to continuous quality improvement to all staff within day programs.

At all times act in a manner that is professional.

---

**OH&S**

Identify, document and report any OH&S issue.

Comply with all McCallum's OH&S policies and procedures at all times.

Undertake all work practices in a safe manner.

Report any injury in the appropriate manner i.e. an Incident Report or Register of Injury (as relevant).

Ensure all equipment that is provided for OH&S reasons is utilised appropriately.

Ensure all equipment that is provided with OH&S features are used utilising those features.

Act promptly to have any repairs and equipment required for OH&S repaired that is not in a safe working order or requires repairs.

Take responsibility for your own actions and take all steps to ensure your own safety and/or the safety of others

***To be responsible for other tasks assigned from time to time by the Assistant Manager/Manager Accommodation.***

**Physical Requirements**

This position may occasionally involve some physical work/manual handling tasks such as assisting people with their mobility and personal care etc. This may include bending, stretching, pushing and pulling. A person supported is not to be lifted without the use of a lifter/hoist. Manual handling is still required to assist some people supported in a range of situations.

Equipment may also need to be carried or moved as required.

**On Call**

Supervisor will be required to participate in the on call roster as determined by the Assistant Manager.

## Key Selection Criteria

---

- Minimum - Certificate IV Disability Studies/Community Service or Diploma in Disability/Community Service is preferred
- Demonstrated experience in disability services or similar human service sector, with a particular focus on person centred and human rights approach.
- A willingness and ability to form effective working relationships with people with a disability in ways that uphold their rights maximise their potential, independence and opportunities and support them to lead the life they want.
- Highly developed communication and interpersonal skills.
- Experience in facilitating and developing Person Centred Plans, Support Plans, Behaviour Support Plans and the ideology of least restrictive practice.
- Experience in assessing, planning and reviewing people in their daily living, personal and self care skills and routines.
- Ability to resource and gain an understanding of services and supports, to promote independence and link people to generic community groups.
- Experience in rostering staff and monitoring leave within allocated budget.
- Demonstrated ability to supervise support staff and conduct Performance Development and Management Plans.
- Demonstrated ability to lead and manage a team, with an understanding of organisational strategic directions.
- Ability to reconcile household and petty cash accounts and person supported budgets, as well as work under the framework of independent financial administrators.
- Understanding of the principles of the *Disability Act 2006*, the *Charter of Human Rights and Responsibilities Act 2006* and other relevant legislation and current practice.
- Understanding of and a commitment to the delivery of services to people with a disability in line with the guiding principles of the State Disability Plan 2013 - 2016 and the Quality Framework.
- Competent in computer skills such as; word, publisher, excel, internet, intranet etc and the ability to learn new software.
- Current Drivers Licence.
- Current Police Check.
- Current First Aid and CPR

## Probationary Period

Permanent appointment will be confirmed following a satisfactory six month probationary period.

## Performance Review

Three months after commencement and prior to the probationary period concluding performance review will be undertaken by the Assistant Manager Accommodation. Thereafter performance reviews will occur annually with Assistant Manager Accommodation.

**McCallum Disability Services adheres to the principles of Equal Opportunity Legislation and is a smoke free environment.**

Employee Full Name:

Signature:

Date: