

## Position Description

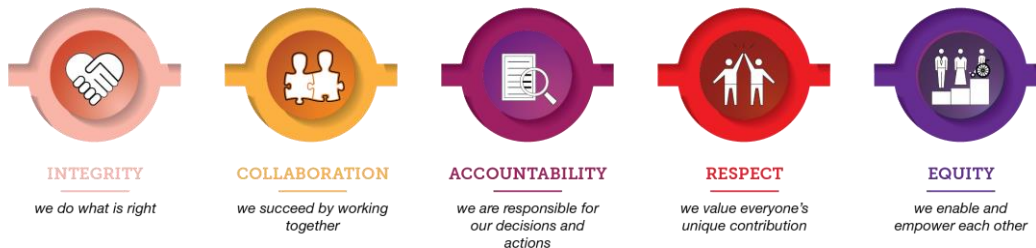
Position Title	Team Leader
Position Reports to	Service Delivery Manager
Position Leads	Disability Support Workers
Location	Ballarat
Last Updated	November 2023

### Why are we here?

**Purpose:** We partner with our customers to create their best life.

**Our Vision:** To fulfil the unmet support needs of our community and enrich lives every day.

### How do we do this?



### What is your purpose?

The Team Leader manages a team of disability support workers to deliver quality, person centred outcomes for customers, in line with their expectations across a portfolio of Supported Independent Living and/or Community Participation Programs.

The role provides strong practice leadership, coaching and mentoring to their team to ensure optimum active supports are delivered in a safe, timely and responsive way.

Within the parameters of the role, the position is responsible for using organisational tools to design, develop, implement and review individualised services and programs, within the agreed budget, as defined by the participant's NDIS Plan.

The Team Leader is the key contact for their portfolio of customers, their families and care teams. Exceptional customer service and striving for satisfaction is at the heart of everything they do.

## How do you achieve this? (Responsibilities)

Key Results Area	Accountabilities
<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• <b>Customer Centred Supports</b> <ul style="list-style-type: none"> <li>○ Work with customers, their carers and families, and other stakeholders, as their key contact, to develop strategies to address the identified needs and goals of the person supported.</li> <li>○ Ensure our customers are supported by staff to make informed choices and decisions around all areas of their life, enabling independence and community participation.</li> <li>○ Collaborate with the NDIS Services Team to ensure the NDIS planning process is optimal for our customers.</li> <li>○ Welcome and orientate new customers and their families/carers to your program in line with approved organisational procedures.</li> <li>○ Coordinate, deliver and monitor day to day support services within your team and the effectiveness of services provided.</li> <li>○ Actively promote and provide healthy and nutritious meal and food options for customers as per program requirements.</li> <li>○ Provide immediate and first line critical incident support.</li> <li>○ Provide effective and appropriate first aid to customers as and when required, in line with the Injury and First Aid Procedure.</li> <li>○ Participate in out of hours support, on-call roster in accordance with operational procedure.</li> </ul> </li>   <li>• <b>Quality and Compliance</b> <ul style="list-style-type: none"> <li>○ Ensure customer and program risk assessments are in place and robust.</li> <li>○ Implement and report on positive behaviour support strategies and plans, liaising with behaviour practitioners and other allied health supports as appropriate, ensuring that individual's changing needs are met.</li> <li>○ Timely and accurate Incident Reporting and Investigation within NDIS Quality and Safeguards Standards.</li> <li>○ Timely and accurate Restrictive Interventions reporting within the NDIS Quality and Safeguards Standards.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"><li>○ Monitor the correct administration of prescribed medication in accordance with policy and procedure.</li><li>○ Maintain documentation relating to customers adhering to the highest level of confidentiality.</li><li>○ Review and monitor customer notes and incidents, identifying trends and opportunities for improving outcomes.</li><li>○ Ensure annual requirements of quality internal audit compliance register are met for your team.</li><li>○ Host community visitors and other external stakeholders as required to program areas.</li><li>○ Comply with all legislation and organisational policies and procedures, ensuring awareness and compliance within your team in line with our Quality Management System.</li><li>○ Provide input into the development of organisational best practice, policies, procedures and continuous improvement initiatives.</li><li>○ Work collaboratively across the organisation to achieve our organisational objectives.</li><li>○ Champion the McCallum and NDIS Codes of Conduct and values, acting in accordance with our policies and procedures at all times.</li></ul> <ul style="list-style-type: none"><li>● <b>Promote a positive and safe work culture by:</b><ul style="list-style-type: none"><li>○ Comply with the requirements of the Victorian Occupational Health and Safety (OHS) Act 2004 and related McCallum OHS policies and procedures.</li><li>○ Identify and resolve any OHS hazards and incidents in a timely manner in alignment with the policy.</li><li>○ Ensure awareness, adherence and compliance with infection control and COVIDsafe practices and protocols, including wearing and maintaining personal protective equipment and clothing as per current policy and procedure.</li><li>○ Ensure correct manual handling procedures are followed.</li><li>○ Ensure correct food safety and food handling procedures are followed at all times.</li><li>○ Ensure fire safety drills, weekly checklists and training are up to date in line with McCallum policies and procedures.</li></ul></li></ul>
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	<ul style="list-style-type: none"> <li>• <b>Prudent Financial and Facilities coordination</b> <ul style="list-style-type: none"> <li>○ Coordinate infrastructure maintenance for the program you are responsible for and report any instances where the organisations resources are not meeting the need of the staff or customers.</li> <li>○ Coordinate and oversee operating expenditure for the program you are responsible for,</li> <li>○ Effective administration of service budgets, safeguarding customer personal funds, reconciling petty cash and other end of month procedures.</li> <li>○ Ensure resources and supplies are available for customers and staff.</li> </ul> </li> </ul>
<p><b>Practice Leadership</b></p>	<ul style="list-style-type: none"> <li>• <b>Focusing staff attention on quality of life</b> <ul style="list-style-type: none"> <li>○ Champion Person Centred, Active Support Model of disability support within team of workers.</li> <li>○ Lead and develop a culture focussed on achieving customer outcomes through the provision of a quality support services.</li> <li>○ Oversee team training needs, ensuring compliance with mandatory training and coordinating individual customer training (i.e. for high intensity supports or behaviour support)</li> <li>○ Facilitate induction and onboarding for all new workers to your team.</li> <li>○ Ensure workers understand appropriate professional boundaries with customers and that they are enforced.</li> </ul> </li> <li>• <b>Supervising practice of each staff member</b> <ul style="list-style-type: none"> <li>○ The ratio of hours worked on ‘the floor’ where the Team Leader will be undertaking the duties of a disability support shift in a leadership capacity v’s Practice Leadership coordination of the program shall be determined by the support needs matrix. Role modelling best practice person centred active supports with workers you work alongside.</li> <li>○ Manage, develop, motivate and lead workers, fostering a positive workplace culture where staff feel engaged, empowered and supported.</li> </ul> </li> <li>• <b>Observing giving feedback, coaching staff &amp; modelling</b> <ul style="list-style-type: none"> <li>○ Facilitate 1:1 feedback meetings with each worker of 30 minutes every 2 months.</li> <li>○ Undertake performance reviews with DSW each 6 month performance cycle.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Provide timely coaching, advice, support, performance management, and modelling to workers</li> <li>● <b>Facilitating team work &amp; team meetings</b> <ul style="list-style-type: none"> <li>○ Lead service team meetings and ensure they are coordinated, chaired, minuted and identified actions are followed up and completed.</li> <li>○ Attend multi-disciplinary service meetings, case conferences and reviews for customers in collaboration with NDIS Services Team, ensuring key support plan decisions are communicated effectively to your team.</li> <li>○ Keep informed of changes to policies, procedures and McCallum news by regularly checking McCallum’s communication platform (i.e. Blink) ensuring broader organisational communications are received and understood within your team.</li> </ul> </li> <li>● <b>Allocating &amp; organising staff support</b> <ul style="list-style-type: none"> <li>○ In collaboration with the Rostering Team, develop and implement rosters that are centred on the needs of the customer</li> <li>○ Ensure timely request of additional and/or irregular support requests to the NDIS Services Team for administration and rostering.</li> <li>○ Provide feedback to Manager and Rostering team to ensure effective matching of customers with support workers that supports the achievement of customer outcomes.</li> <li>○ Approve timesheets and follow up any shift discrepancies.</li> <li>○ Support daily shift filling of Rostering Team upon request as per established escalation procedures.</li> <li>○ Facilitate and approve shift plans.</li> </ul> </li> </ul>
<b>Self-care and professional development</b>	<ul style="list-style-type: none"> <li>● Actively participate in regular feedback meetings with your line manager.</li> <li>● Work with your line manager to establish reasonable performance goals, standards and deadlines.</li> <li>● Participate in bi-annual performance review cycles.</li> <li>● Attend meetings, workshops, conferences and training as required.</li> </ul>

	<ul style="list-style-type: none"> <li>• Complete all mandatory training, including online training within specified timeframes.</li> <li>• Identify and seek appropriate resources to support your own health and wellbeing.</li> </ul>
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### Core capabilities

The below core capabilities are expected of any person working in supervision and frontline management for the NDIS. Review them carefully. For more information about the capabilities, or to understand to a greater extent the behavioural indicators please visit the NDIS Workforce Capability Framework, a link to the Framework can be found on BLINK.

<b>Supervision and Frontline Management</b>	<ul style="list-style-type: none"> <li>• <b>Model and reinforce values in organisational culture and practice:</b> Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.</li> <li>• <b>Promote quality through consistent good practice:</b> Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality supports and services.</li> <li>• <b>Support health and manage risk:</b> Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants'.</li> <li>• <b>Foster and develop a capable workforce:</b> Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.</li> </ul>
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## Core Capabilities for General Support Work

The following summarises from the NDIS Workforce Capability Framework and should be read in conjunction with the entire Framework. Team Leaders are required to coach and lead their team of workers to demonstrate the following core capabilities in all work that they do and to champion these capabilities through their provision of Active Support.

<b>Our Relationship</b>	<ul style="list-style-type: none"> <li>• <b>Uphold participant’s rights:</b> Understand and respect the rights of the participant. Speak up and support the participant if those rights are not respected.</li> <li>• <b>Communicate effectively:</b> Support participants to express themselves and adjust your communication style to suit their needs and preferences.</li> <li>• <b>Build trusted relationships:</b> Develop and maintain professional relationships with the participants and others present in their lives (friends, family, etc.), based on mutual trust and respect.</li> <li>• <b>Work collaboratively:</b> Recognise the roles and expertise of each person in the participant's support team and work with them to provide support.</li> </ul>
<b>Your Impact</b>	<ul style="list-style-type: none"> <li>• <b>Show self-awareness:</b> Think about how your actions impact on the quality of support you provide, seek feedback, and keep improving your practice.</li> <li>• <b>Work within your capabilities:</b> Know your role and responsibilities, and when to seek support from others to develop your capabilities.</li> <li>• <b>Look after yourself:</b> Take care of yourself and manage your wellbeing.</li> </ul>
<b>Support Me</b>	<ul style="list-style-type: none"> <li>• <b>Understand what a good life means to the participant:</b> Find out what a good life means to participants without imposing your own assumptions.</li> <li>• <b>Support participants to make their own choices:</b> Support participants to understand, explore and think creatively about their options, and uphold their decisions.</li> <li>• <b>Build the capacity of the participants you work with:</b> Understand how the person you are supporting would like to participate in society and support them to build their knowledge and connections so they can live the life they want.</li> </ul>

<b>Be Present</b>	<ul style="list-style-type: none"> <li>• <b>Observe and respond flexibly to the changing needs of participants:</b> Be present, pay attention to how the needs of participants may change, and respond accordingly.</li> <li>• <b>Manage health and safety:</b> Support participants to look after their health. Take action and manage any health and safety risks to them or yourself.</li> <li>• <b>Engage and motivate participants:</b> Support participants to build on their strengths and engage them in meaningful ways.</li> </ul>
<b>Check In</b>	<ul style="list-style-type: none"> <li>• <b>Review quality of support and service:</b> Work with participants to make sure services and supports are enabling them to live the life they want and support them to make changes when needed.</li> <li>• <b>Support participants to speak up:</b> Build understanding and confidence of participants to exercise their rights and support them to provide feedback and to raise any concerns, complaints or incidents.</li> </ul>

### Additional NDIS Framework Capabilities

Every customer of McCallum has individual and bespoke support needs. Some customers have support requirements which Team Leaders and their workers must demonstrate additional core capabilities to ensure the provision of safe, quality supports.

<b>Be responsive to participants' Aboriginal and/or Torres Strait Islander, culturally and linguistically diverse and LGBTIQA+ identity</b>	<p>Understand and respond to participant's desired connection to culture, country, community and language. This may include taking them to cultural or religious events (parades, church services, rallies etc.). Be aware of your personal assumptions and biases, and adapt your approach based on what's important to participants, such as acknowledging the role participants want their family and community to play in their life and decisions, the use of interpreters and fostering a sense of belonging and participation.</p>
<b>Support participants to implement health and allied health support plans</b>	<p>Work with participants and their health or allied health practitioner to ensure participants have access to the health, allied health and mental healthcare they need, and that participants can put their health and allied health support plans into practice. Understand when and how to seek input or advice.</p>
<b>Support participants to implement their mealtime plans</b>	<p>Understand participant's mealtime plan and work with participants to put it into practice. Understand and watch for things that might make it difficult for participants to eat (e.g. difficulty swallowing). Know what to do to support participants</p>



	to eat safely and enjoy their meals and act promptly if participants are experiencing a problem.
<b>Support participants to implement their medication plans</b>	Support participants to understand their medication plan. Use appropriate aids and methods to support participants to take their medication.
<b>Support participants to implement positive behaviour support plans</b>	Work with participants, and their behaviour support practitioner, to support participants to implement their plan to better understand and adapt their behaviours.
<b>Support participants with their psychosocial disability</b>	Understand how participant’s psychosocial disability can influence their capacity, confidence, relationships and circumstances. Work with participants in ways that support participants to lead the life they want. Apply principles of recovery-oriented and trauma-informed practice when supporting participants to meet their needs.
<b>Support participants with their experience of trauma</b>	Understand how participants’ experience of trauma influences their capacity, confidence, relationships, circumstances and sense of safety, and respond appropriately. Support participants to use their strengths, build their confidence, and put their chosen coping strategies into practice.
<b>Support participants with their complex, challenging or changing social circumstances</b>	Understand the impact of interacting with multiple systems and supports, changing circumstances and potential barriers to accessing supports. Be aware of your personal assumptions and biases and work with participants and others to negotiate solutions and support participants strengths, capacity and circumstances.

### What do I need to be a success? (Attributes)

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- Our customers are at the centre of everything that you do
- Quality, safety and risk management is paramount and will not be compromised.
- You are a consultative, collaborative and inclusive team leader.
- You achieve results. You are focused, work to a plan and deliver.
- You build and maintain relationships with your participants, their families and care givers, and your colleagues.
- You are team player that actively participates and champions a supportive and values driven work environment.
- You understand that change happens for a reason, and have the ability to bring your team with you.

### Key Selection Criteria

**Successful appointment to a position will be subject to a pre-employment safety screening process which includes, but not limited to, the following checks:**

- **NDIS Worker Screening Check**
- **NDIS New Worker Orientation Module Certificate of Completion**
- **Right to Work in Australia**
- **Current Australian Drivers Licence**
- **Current First Aid and CPR Certificate**
- **Full vaccination for COVID-19 in alignment with McCallum Policies or any relevant Government requirements.**

### **Essential**

- Minimum Certificate IV in Disability Studies, Community Services and/or equivalent tertiary qualification and/or relevant work experience.
- Demonstrated experience in NDIS disability services with particular focus on person-centred planning, active support and service delivery.
- Demonstrated experience and understanding of positive behaviour support
- Demonstrated effective people leadership including championing of workplace culture, performance, complaints and concerns.
- Advanced knowledge of the NDIS and other relevant legislation, regulations, standards and industry trends.
- Demonstrated experience in budget management and knowledge of financial principles.
- Demonstrated commitment to teamwork and the construction of a supportive, collaborative work environment with the ability to lead, supervise, coach, and develop employees.
- Excellent communication skills including the ability to prepare written reports, plans, file notes and letters as required.
- Exceptional interpersonal skills, with the ability to build credible relationships as well as negotiate and resolve conflict
- Excellent administration skills, including the use of MS Word, Excel and Customer Record Systems.
- Understanding of the principles of the NDIS Act 2013 and Rules, Disability Act 2006, the Charter of Human Rights and Responsibilities Act 2006 and other relevant legislation and current practice.

### **Work Environment**

#### **Physical Requirements**

This position will involve some physical work/manual handling tasks such as when assisting customers at times with their mobility and personal care etc. This may include bending, stretching, pushing and pulling. No customer is to be lifted without the use of a hoist but manual handling is still required to assist some customers in a range of situations with appropriate equipment, training, and individualised plans. Equipment may also need to be carried or moved as required.

The position will also require driving company vehicles including vans and small buses to transport residential participants. This may include assisting with moving wheelchairs and walking aids in and out of the vehicles.

#### **Psychosocial Conditions**

Working with people with disabilities is very rewarding; but it can also be challenging. Communication and behavioural issues outside the customers' control can occur. Staff will be provided information, support and training on how to manage and report these instances, as well as reading, understanding and implementing behavioural support plans where required. Resilience and self-care may be required, along with debriefing and other supports.

**Environmental Conditions**

This position involves actively supporting customers at home in our purpose built facilities with life skills (cooking, cleaning, laundry etc.) and out and about in the community (including, but not limited to, gardening, medical appointments, grocery shopping, going to football, movies, cafes, bands etc.). This will involve work inside our homes and may involve outdoor work including walking, sports, swimming, parks, beaches etc. When working offsite there will be environmental conditions outside of McCallum’s control. Risk assessments, detailed rosters, and other relevant policies and procedures will be provided and explained to protect your safety in these environments.

**Approval:**

**Employee Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Manager Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_



**EM People & Culture:** \_\_\_\_\_ **Date:** 14 November 2023