

Position Description

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| Position Title | House Supervisor |
| Position Reports to | Operations Manager, St Arnaud |
| Position Leads | Residential Support Workers |
| Location | 42 Queens Avenue, St Arnaud and 1 Long Street, St Arnaud |
| Employment Type | Permanent, Full-time. |
| Last Updated | June 2020 |

Why are we here?

Purpose: We work with people to create a life that works for them.

Our Vision: To be recognised by customers as the eminent, integrated disability service provider that continually enriches their lives.

How do we do this?



What is your purpose?

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.

Our 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 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 and encourage independence, to support them to be part of the community and look at all services and supports.

As Supervisor, you will:

- Enable and empower your residents, utilising the person-centred active support model of care.
- 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.
- Be a role model and positive leader for the team of Residential Support Workers that you supervise and coordinate the work activities of.
- Perform both administrative functions and support work within the home.

How do you achieve this? (Responsibilities)

| Key Results Area | Accountabilities |
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| Service Delivery | <ul style="list-style-type: none"> • Work with participants, their carers and families, and other stakeholders to develop strategies to address the identified needs of the person supported. • Create a safe and comfortable place for people to live and call a home. • Ensure our participants are supported by staff to make informed choices and decisions around all areas of their life, enabling independence and community participation. • Implement, assess, design, monitor and review the NDIS planning process for participants using our accommodation services in a timely manner. • Enable the delivery of our participant's goals and dreams. • Facilitate staff to deliver our participant's plan. • Ensure person-centred support and care. • Implement and report on positive behaviour support strategies and plans. • Timely and accurate Incident Reporting and Investigation within NDIS Quality and Safeguards Standards. • Timely and accurate Restrictive Interventions reporting within the NDIS Quality and Safeguards Standards. • Ensure our participants have appropriate personal care and grooming. • Ensure our participants have appropriate whole of life support including but not limited to medical, nutrition, health and wellbeing. • Coordinate maintenance of the residence you are responsible for and oversee capital expenditure and building works. • Coordinate and oversee operating expenditure for the residence you are responsible for. |
| Strategic Delivery | <ul style="list-style-type: none"> • Ensure Queens Avenue operates at capacity. • Ensure that STA, SDA and SIL opportunities are maximised. |
| Customer Experience and Quality | <ul style="list-style-type: none"> • In conjunction with the Customer Experience team, coordinate the annual plan-review meeting and contribute the Accommodation perspective. • Implement the McCallum outcome framework and customer experience reporting for your residents. • Seek and report on customer feedback, escalating serious complaints to the Operations Manager. • Implement and champion our Quality Management System. Lead team to ensure compliance with our policies, procedures and quality standards. • Prepare for and ensure compliance with NDIS audits and standards. • Ensure effective record keeping and that all administration and documentation is kept up to date including within the Service Record System (SRS) and staff related matters. |

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| <p>Leadership and Employee Experience</p> | <ul style="list-style-type: none"> • Mentor and develop staff to problem-solve and make agile decisions at the best interest of our participants • Promote positive and safe work culture within the team, manage team and individual conflicts as they arise and escalate when necessary • Identify and resolve and OHS hazards and incidents in a timely manner in alignment with the policy. • Lead support workers and develop a culture among staff that is open to change and supports continuous quality improvement, collaboration, respect, and accountability. • Ensure optimal rostering of support workers at the residence, ensuring equitable access to shifts and compliance with industrial relations. • Identify learning and development opportunities for staff and manage their performance through effective goal-setting and performance appraisals • Champion McCallum’s code of conduct and values, acting in accordance with our policies and procedures at all times. |
| <p>Self-care and professional development</p> | <ul style="list-style-type: none"> • Participate in monthly feedback meeting with the Operations Manager. • Ensure Annual Performance Goals and KPIs are set, with professional development plan implemented and monitored • Identify and seek appropriate resources to support your own health and wellbeing • Participate in wider McCallum projects and initiatives as required. |

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

- 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:

- **National (and International if applicable) Police Check**
- **Right to Work in Australia**
- **Disability Work Exclusion Scheme Check; and**
- **Current Drivers License.**

Essential

- Cert IV in Disability / Community Services or equivalent.
- Current Level 2 First Aid certificate
- Demonstrated experience in NDIS disability services with particular focus on person-centred planning 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
- Understanding of safe rostering principles and experience monitoring leave, workforce planning to ensure service delivery.
- 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.

Approval:

Employee Signature: _____ **Date:** _____

Manager Signature: _____ **Date:** _____

CEO Signature: _____ **Date:** _____