

## JOB DESCRIPTION AND POSITION SPECIFICATION

**POSITION TITLE** : **Team Leader**

**CLASSIFICATION** : **Level 4 of Disability Living Inc Enterprise Agreement 2016**

**RESPONSIBLE** : **Manager, Lifestyle and Support Services**

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### **PREAMBLE**

We believe in the inherent right of people with disabilities to have choice and control over their lives and support their right to be active citizens enabling them to participate fully in the community. Underpinning disAbility Living's mission which is "Fostering an inclusive community that supports people to make real choices about how they want their life to be" it is imperative that we align with disAbility Living's **CREDIT** Culture with our service delivery systems and processes.

### **C.R.E.D.I.T Culture**

Everything we do at disAbility Living is underpinned by our unique **C.R.E.D.I.T** culture. **C.R.E.D.I.T** provides a blueprint for seeing each other as human beings with similar experiences, rights and feelings, and helps us create a workplace and client service culture which sets us apart from other providers.

#### **Communication**

We listen and interact effectively

#### **Respect**

We are considerate, and show regard

#### **Empowerment**

We enable others through encouragement and sharing knowledge

#### **Dignity**

We uphold, and actively promote, the human rights of everyone

#### **Insight**

We acknowledge, and seek to understand, motivations for actions, thoughts and behaviour

#### **Trust**

We nurture confidence in our ability to interact with others

## **SUMMARY OF THE BROAD PURPOSE OF THE POSITION IN RELATION TO THE ORGANISATION'S GOALS**

Responsible to the Manager, Lifestyle and Support Services for the efficient and effective provision of physical and lifestyle support services to clients. To work in a team environment and promote a positive image of disAbility Living Inc to clients, family members, employees, other agencies and the broader community. To provide leadership and practical and administrative support to Community Support Workers within the team.

### **1. REQUIREMENTS OF THE POSITION:**

#### **Essential skills**

- Initiative and self-motivation
- Ability to relate on an interpersonal level with clients, parents, advocates, team members and employees from other agencies
- Commitment to human rights principles and to the Person Centred Approach in the personal development of people who have a disability
- Sense of humour
- Understanding of OHW&S processes and standards
- Leading and developing a team of staff to provide quality outcomes for clients
- Responding to the ongoing changes in clients and service delivery model
- Developing positive rapport with all stake holders associated with disAbility Living
- Ability to provide direction and supervision to staff
- Ability to create and review activity programmes in consultation with the General Manager Accommodation Support Services
- Must have the ability to be flexible with their approach to all tasks to meet clients' individuals needs

#### **Essential knowledge and experience**

- In community-based human services
- Working with persons who have a disability and their families
- Ability to supervise other staff, volunteers and students
- Competence in written and verbal communication
- Competence in the use of Microsoft Word, Excel and Outlook

#### **Essential qualifications and training**

- Certificate IV Disability Work or equivalent
- Manual Handling
- First Aid
- Medication Administration
- Current Driver's Licence
- Current DHS Disability clearance
- Current Working With Children Check (WWCC) if working directly with children

#### **Desired qualifications and training**

- Degree in Disability Studies
- Front Line Management/ Diploma of Management

## 2. RESPONSIBILITIES AND DUTIES:

- Encourage clients' participation in decision making through planning and training.
- Encourage clients' participation in personal assessment, planning and review of personal plans.
- Assess needs, contribute to development and supervise implementation of personal plans.
- Identify and document the individual ongoing and changing needs of clients and review agreed approaches.
- Protecting clients' privacy, dignity and confidentiality.
- Distribute confidentiality policies and monitor application.
- Provide confidentiality training to staff.
- Promote the ability, contribution and competency of people with a disability.
- Ensure information is provided to clients on available advocacy support and facilitate the use of advocates.
- Develop and foster the continual involvement of families and personal networks in support of a person with a disability.
- Create, provide and maintain a safe, secure, minimally restrictive environment.
- Facilitating access to community services and resources.
- Build and maintain effective relationships and communications with clients and colleagues.
- Identify employee training needs; provide training and/or provision of assistive devices in response to assessed needs.
- Ensure that special cultural needs are considered and services provided in a sensitive manner.
- Work as part of a team; provide appropriate training and development.
- Create, maintain and enhance productive working relationships with people with disabilities and fellow employees.
- Supervise employees.
- Appraise staff performance.
- Coordinate staff training programs.
- Identify, establish and maintain relationships with mainstream agencies.
- Provide daily living support to people with a disability, including personal care and housekeeping.
- Undertake individual assessments.
- Participate in developing, implementing and reviewing appropriate management plans.
- Identify developmental needs and design and evaluate programs.
- Liaise with other services.
- Participate in recreational and social activities for clients.
- Provide vocational support for clients.
- Adhere to a dis**Ability Living** Inc's Professional Code of Conduct
- Supervise and monitor operation of information systems.

- Assist in the recruitment, orientation and training of new and existing employees.
- Complete roster on a fortnightly basis.
- Facilitate the supervision and training of students in field placements.
- Monitor and control accommodation site expenditure and resource usage within delegated authority and policy.
- Assist in planning and developing policy.
- Provide feedback on policy implementation.
- Assist in identifying new needs and developing new facilities and services.
- Encourage culturally appropriate public behaviour by employees and clients.
- Maintain co-operative relationships with other community services.
- Participate in meetings as required.
- Demonstrate the ability to communicate clearly and effectively with all stake holders involved in supporting people with a disability.
- Ensure that staff are aware and trained in essential policies, procedures and processes.
- Assist with the implementation, reviews (internal audit), monitoring and reporting for compliance to disAbility Living policies and procedures within area of responsibility.
- Conduct & participate in internal audits and reviews as required.
- Participate in risk assessment.
- Report to the General Manager Accommodation Support Services any risks.
- Complete hazard and incident reports as per procedure.
- Communicate in a sensitive, respectful and informative way with all stake holders.
- Undertake Annual Performance Reviews for direct care staff.

### **3. ORGANISATIONAL RELATIONSHIP:**

#### **Reporting to the General Manager, Client Services.**

#### **Staff Reporting to the position:**

- Staff Numbers: Up to 20 Community Support Workers.
- Volunteer/student numbers: Up to 3.

### **4. LEVELS OF AUTHORITY:**

#### **Has authority to give direction to:**

- Community Support Workers in allocated residence.

### **5. SPECIAL CONDITIONS:**

- Must be prepared to work over 7 days, including evenings, nights and sleepovers.
- Must be prepared to relocate within any dis**Ability Living** Inc service at the discretion of management.

- Must be prepared to be available, at agreed times, to provide telephone support to all of dis**Ability Living** Inc’s accommodation sites.
- Some work outside of normal rostered hours may be required.
- Adherence to residents’ rights to confidentiality and choice.
- A current driver’s licence and a willingness to drive dis**Ability Living** Inc’s vehicles are essential. Use of your own vehicle will be required from time to time whereupon you will be reimbursed.
- Physically able to undertake manual handling procedures.
- Willingness to work at least 50% of public holidays within any calendar year.
- Appointment to a position is subject to satisfactory medical and Disability DHS Screening check. A Working With Children Check will also be required when providing support to children.

**6. HOURS OF DUTY:**

- 76 hours per fortnight, as outlined in Roster.
- Minimum of 30 hours per week to be between 8am – 5pm, Monday to Friday.
- Team Leaders are requested at times to relieve others in the case of sick leave and annual leave.

Employee Name: \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date appointed/  
reviewed: \_\_\_\_\_

Staff Engagement Manager  
Signature: \_\_\_\_\_