

Team Leader – Accommodation, Home and Community Services Social and Community Service Level 4

Position Description

Organisational Context

My Ability Pathway Pty Ltd (MAP) provides a range of accommodation, home, and community-based services to individuals with a disability (participants) under the NDIS, in regional South Australia. Our philosophy is to provide real-life support to participants for their life, in the real world.

Our aim is to have a workforce that is stable, committed, supported, and fulfilled. We offer competitive rates, regular shifts (where possible) and other employee incentives to demonstrate our commitment to achieving this within our workforce. In return we seek a workforce that is proud, resourceful, skilled, active, and driven to provide the best service to our participants.

Vision Statement

We believe passionately in the power of a connected community and that everyone has a right to live an enriched life.

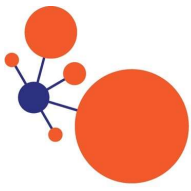
Values Statement

Helpful
Active
Connected
Adaptive
Supportive

Objectives

To empower participants to use choice and control in pursuing their goals.
To offer a range of high-quality services with real-life benefits and easy access.
To develop a sense of mastery over life's circumstances

Participants are, and always will be, our priority.



About the NDIS

The purpose of the National Disability Insurance Agency (NDIA) is to implement the National Disability Insurance Scheme (NDIS) which will support a better life for hundreds of thousands of Australians with a significant and permanent disability. The NDIA will also provide great benefit to the families and carers of Australians living with a disability. The NDIS is designed to enhance the quality of life and increase economic and social participation for people with disability and will mean peace of mind for every Australian, for anyone who has, or might acquire, a disability.

Role and Responsibilities

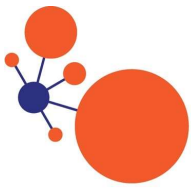
Working within our accommodation, home and community service team, the Team Leader role is responsible for coordinating the day to day running of these services to participants with varying types of disability within the guidelines of the NDIS.

In this role, you will focus on ensuring the individual needs of our participants are met as they work towards their NDIS Goals, whilst maintaining an efficient and safe working environment for our staff. You will also provide ongoing guidance, mentoring and training to a team of Disability Support Workers to ensure that a high standard of support and care for our participants is achieved.

You will be an ambassador for My Ability Pathway by focusing on quality customer service delivery, creating a positive supported workforce and a culture of Quality Improvement within the team. We are looking for someone who is resilient and confident in leading a team, strongly aligns to our values and has significant experience working with participants with disability, mental health and challenging behaviors.

To contribute to the operational objectives of My Ability Pathway the Level 4 Team Leader role may include the following responsibilities:

- contribute to the development of work methods and the setting of outcomes within the clear objectives of the organisation and within budgetary constraints;
- provide administrative support of a complex nature to senior employees;
- exercise responsibility for various functions within a work area;
- provide assistance on grant applications including basic research or collection of data;
- undertake a wide range of activities associated with program activity or service delivery;
- administration of a records management service for the receipt, custody, control, preservation and retrieval of records and related material;
- undertake computer operations requiring technical expertise and experience and may exercise initiative and judgment in the application of established procedures and practices;
- develop a clear understanding of the MAP and NDIS Codes of Conduct, focusing on adherence to, and education of support workers for both.

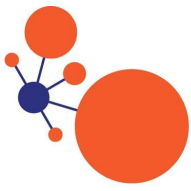


Duties

- Provide prompt and consistent information regarding MAP accommodation, home and community support services to potential participants and referring agents on request.
- Assist in identifying participant needs by listening to and observing participants.
- Work with the participant's and their supports to develop person centered plans which include engagement with social and community to meet their NDIS Goals.
- Undertake active support shifts to engage with participants to identify appropriate support strategies and participant focused planning opportunities.
- Liaise with other services providers, family, and advocates.
- Accurately document participant programs and progress towards their NDIS goals in accordance with MAP policies.
- Ensure participants are supported to make choices on their day to day needs
- Maintain the confidentiality of participant information at all times in accordance with MAP policies.
- Support contact and communication between participants and their families and friends.
- Encourage and support participants to undertake regular activities of their choice in the community which are consistent with their NDIS Goals.
- Support participants to be included in the community.
- Encourage the participants to develop skills for independent living consistent with their Activity Support Plans and NDIS Goals.
- At all times behave in ways which promote a positive image of the participants and people with disabilities in general.
- Lead the team of support workers to engage in a culture of feedback and input with regard to developing opportunities for participants.
- Support participants to raise issues and concerns.
- Accurately document any concern or complaint raised by a participant or their representative and report it immediately to the Regional Manager.

Administration

- Establish a thorough working knowledge of the relevant My Ability Pathway policies and procedures and work in a manner consistent with these at all times.
- Use electronic systems and keep them up to date.
- Record and capture all data requested.
- Organise maintenance to the house and grounds and replacement of equipment as required.



MY ABILITY PATHWAY

- Manage household budget, order and maintain household supplies and maintain appropriate records.
- Participate in an annual formal performance appraisal meeting which will provide a structured opportunity for you and staff to evaluate staff's performance.
- Complete all monthly reports in a time efficient manner.
- Report any WH&S risks immediately to the Regional Manager.
- Effectively manage and account for use of work time.
- Make sure all clients have current and up to date Support Plans, Person Centred Plans, Protocols, Risk Assessments and Health Plans.
- Work with My Ability Pathway HR and Regional Management team in the recruitment and onboarding of new staff.
- Provide supervision and role modelling to ensure all staff work cooperatively and effectively as a team.
- Ensure all staff adhere to My Ability Pathway policies and procedures.
- Roster staff in accordance to funded hours.
- Conduct monthly team meetings for staff.
- Report all incidents in accordance with NDIS guidelines.
- Behave in ways that present a positive and professional image of the organisation when dealing with clients and members of the community.

Selection Criteria

Mandatory Requirements/Qualifications

- Current DHS Working with Children Clearance (or NDIS Clearance).
- National Criminal History Check.
- First Aid Certificate including CPR.
- Certificate IV Community Services (Disability) or equivalent.
- Full Driver's License.

Experience

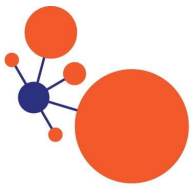
Essential: Previous experience in the disability sector

Essential: Supervisor/team leader experience, preferably in a disability setting.

Core selection criteria

Values alignment: ability to demonstrate and authentically promote My Ability Pathway values

Teamwork: willingness to be proactive and help others, contribution to the continuous improvement of a positive, collaborative and effective work environment



MY ABILITY PATHWAY

Achieves results: Focused on optimal outcomes for clients.

Professionalism: Executes day-to-day activities in a positive, friendly, and enthusiastic manner.

Culturally Aware: Values diversity as a strength and positively utilises diversity.

Client Focused: Prioritises needs of clients.

Leadership: Gives frequent and constructive feedback and displays personal commitment to developing others.

Communication: Well developed communication and interpersonal skills.

Accountability and Reporting

The Team Leader will report directly to the Regional Manager and, the Director of My Ability Pathway on request. You will be accountable for the duties and responsibilities of your role and for building the positive reputation of My Ability Pathway.

This position description is subject to review and may change in accordance with My Ability Pathway operational, service and customer requirements.

Terms and Conditions of Employment

- Team Leader role is paid at Level 4 as per Social, Community, Home Care and Disability Services Industry Award 2010 – Supervisor.
- Hours will be negotiated and paid at an hourly rate in line with the award.
- Team Leaders are not expected to work on weekends or perform sleep overs but may be required as a last resort.
- Team Leaders will be on call with requirements to be negotiated.
- The Team Leader receives administration hours plus rostered fortnightly shifts. Rostered shifts can be negotiated.

I acknowledge that I have read and understand the above job description in its entirety and can perform all the stated requirements.

Employee Name

Signature

Employer (or on behalf of) name

Signature

Date