

Position title:	Team Leader
Location:	Chatswood
Reports to:	Manager Client Service and Operations & Administration Manager
Award / agreement:	SCHADS Award/NES
Date:	August 2021

The Housing Connection	
<p>Our Vision: Rewarding and valued lives for all people with disabilities.</p> <p>Our Mission:</p> <ul style="list-style-type: none"> • To support people who have intellectual and other disabilities to live fulfilling lives in the community, as independently as possible. • Place the people whom we support at the centre of all we do. Their unique and individual needs determine the services we deliver. • Support, train and value staff to make this Mission real. • Manage ourselves responsibly to ensure our long-term viability. 	<p>At THC we value:</p> <ul style="list-style-type: none"> • Social Justice • Passion • Integrity • Social Inclusion • Respect • Effectiveness
Role purpose:	
To oversee all aspects of the continuity and quality of services for an allocated caseload of participants (measured by up to 7-10 FTE team members). To deliver support services in line with participant goals and funding.	
Scope:	
<ul style="list-style-type: none"> • To provide supervision and leadership to deliver high quality, individually tailored supports, in line with each person's goals. • To ensure a high level of staff engagement, support, supervision and training. • To deliver on administrative and compliance requirements. • To demonstrate a high level of vertical and horizontal engagement. • To contribute to organisational development and achievement of strategic objectives. • To support each person to be as independent as possible. • To participate in rotational on-call. • To support a 24/7 sector, with flexible working. 	

Areas of Responsibility:	
AREA:	RESPONSIBILITY
Maintain client's best interests	<ul style="list-style-type: none"> • Ensure the rights, needs, experiences and interests of clients are understood and addressed effectively. • Ensure that the dignity, privacy and confidentiality clients are upheld at all times. • Respect the right of clients to make informed choices. • Ensure the clients are supported to maintain and develop their accommodation according to the principles of Social Role Valorisation (SRV). • Support client's to work towards their goals and outcomes with a focus on maximising the independence of each person. • Develop and maintain beneficial client relationships with their families, advocates, and community services appropriate to each client's needs and wants.
Team Leadership	<ul style="list-style-type: none"> • Work collaboratively with clients, families, key stakeholders and direct support staff to ensure effective outcomes for each person supported. • Ensure a culture and philosophy of quality practice, in service provision in the areas of positive support, therapeutic support and tailored environments for clients. And ensuring a high level of communication with stakeholders (internal and external). • Ensure the implementation of clinical care plans; staff training to implement; monitoring and review. • Ensure that systems are in place to track service delivery – compliance service quality and outcomes for each person. • Being on call, on a rotational basis. Taking responsibility to manage this. • Develop annual operational objectives, and budgets to achieve on THC's strategic goals. • Induct new team members in line with THC identified standards - complete assessment of competency prior to commencing solo shifts. Including ensuring client risk assessments, BIS and other plans, client goals etc. are understood and implemented. • Ensure ongoing day to day supervision, support and coaching of team members to deliver outcomes for each participant. • Ensure best practice is service delivery is implemented and monitored. • Demonstrate congruence to THC's values and a high level of organisational engagement. • To facilitate team member understanding of how the NDIA operates, client goals and budgets. • Ensure that each participant has a signed service agreement in place, and annual budget against subsequent NDIA plan reviews. • Ensure staff rostering takes place in line with each person's budget, and portfolio of total staffing hours at any point in time. • To develop an annual service budget and maintain financial accountabilities. • Monitoring of individual and project budget bi-monthly. • Manage a caseload of participants in line with KPIs and defined benchmarks.

	<ul style="list-style-type: none"> • Ensure that formal complaints and grievances are followed according to THC guidelines. • Participate in rotational on call and deliver after hours support, including attending weekend social and recreational activities. • Ensure effective management of client crisis. • To demonstrate leadership – individual, people, organisational • Take on additional projects as required.
People and Culture	<ul style="list-style-type: none"> • Foster a culture of wellbeing, safety and value, with a focus on positive engagement and retaining talent. • Ensure adherence to award, safe work and NDIS legislation. • Manage team member leave requests to ensure service delivery continuity and quality. • Proactively plan leave and staffing shortfalls, to identify recruitment needs. • Engage in the recruitment of team members. • Implement THC's training framework and a professional development plan for each team member that is reviewed annually. • Ensure team members have an understanding of policies and procedures that guide their practice. • Deliver organisational training. • Promote the work and profile of THC in the community. • Support team members to understand their role as THC ambassadors.
Quality & Compliance	<ul style="list-style-type: none"> • Complete reports as required. • Ensure service delivery records are accurate and up to date, for example: client files; shift notes, progress towards goals, medical records, progress towards outcomes etc. • Ensure confidential information is stored securely, in line with THC's policies and procedures. • Contribute to continuous improvement.
Professional Conduct	<ul style="list-style-type: none"> • Communicate effectively. • Participate in THC meetings and other forums by receiving and providing support, information in a range of areas. • Participate in the development of an effective team and teamwork. • Receive support, guidance and training for issues identified in supervision and other performance management systems. • Ensure performance of all duties in accordance with the principles and philosophies of the organisation, their job description, the project and organisational goals. • Participate in regular performance appraisals and supervision.
WHS	<ul style="list-style-type: none"> • Ensure that each participant has an up to date risk assessment in place. • Ensure the health and safety of team members through training, support and communication. • Implement WHS checklist as per identified timelines and maintain relevant documentation.

	<ul style="list-style-type: none"> • Complete regular Risk Management and WH&S checks and document • Ensure incidents, hazard, risks are reported, proactively managed and documented as per policy and procedures
Other duties as directed from time to time within your job classification.	

Key Working Relationships:

Internal:	External:
<ul style="list-style-type: none"> • Chief Executive Officer • Manager Client Services • Operations & Administration Manager • Quality and ICT Manager • Support Coordination and NDIA Lead • Support Coordinators • Team Leaders All THC employees 	<ul style="list-style-type: none"> • NDIA • Other service providers • Training providers • SAL consulting • Peak and industry bodies • Participants, nominees, advocates

Skills, Knowledge & Experience:

Minimum requirements:	<ul style="list-style-type: none"> • Relevant diploma or degree qualifications with relevant experience or lesser qualification with substantial years of relevant experience. • Demonstrated flexible attitude with ability to exercise empathy towards clients and client families. • Excellent communication skills both written and verbal. • Demonstrated experience leading a team. • Knowledge of administration, reporting and financial accountabilities. • Understanding of the operating requirements of the NDIS. • Aligned with THC values. • Fully Covid-19 vaccines.
Desirable requirements	<ul style="list-style-type: none"> • Demonstrated experiences in disability sector and working with clients and families. • Demonstrated experiences in networking. • Knowledge of statutory requirements relevant to work; (ii) knowledge of organisational programs, policies and activities; (iii) sound discipline knowledge gained through experience, training or education; (iv) knowledge of the role of the organisation and its structure and service; (v) specialists require an understanding of the underlying principles in the discipline.

Core Behavioural Competencies:

Competency	Expectation
1. Organisational Vision & Values Demonstrating, enhancing, protecting	<ul style="list-style-type: none"> • significant working knowledge of human rights-based approaches in the disability sector and the individual and community identity and context;

<p>and encouraging the organisation's culture with a commitment to the organisation's mission and values through appropriate organisational structures and practices.</p>	<ul style="list-style-type: none"> • significant knowledge of the role, vision, mission and values of the organisation; • understands and can demonstrate sector direction and the organisation strategic plan; • exemplifies the core values in work on an ongoing basis; • encourages sector and organisation approach and values in other team members; • shares stories of those exemplifying the core values; • recognises those who exemplify the core values in their behaviour.
<p>2. Collaboration & Teamwork Demonstrates the ability to work cooperatively and effectively with others on a team to achieve goals; involves others in solving problems and making decisions; shares information and responsibility with others.</p>	<ul style="list-style-type: none"> • actively facilitates relationships between teams to ensure the achievement of organisational goals; • personally collaborates with peers to achieve organisational goals; • leverages information appropriately; • takes proactive measures to understand the goals of counterparts; • facilitates communication across business teams; • promotes a culture of teamwork and open communication within own function; • prioritises business / team goals.
<p>3. Interpersonal Effectiveness The ability to relate well to all kinds of people; establishing a connection and affinity with others easily and quickly; demonstrating interpersonal sensitivity; communicating well with others; cultivating productive working relationships.</p>	<ul style="list-style-type: none"> • varies communication style and/or method to enhance audience understanding; • uses body language to support the verbal message; • checks for understanding when delivering information to others; • communicates opinions, ideas and/or facts clearly to internal and external stakeholders; • presents information and ideas clearly and confidently in public forums; • uses well researched & logical arguments; • able to resolve conflict; • explores the needs and ideas of others and seeks their input; • identifies points of agreement and/or disagreement; • seeks common understanding; • identifies additional people / facts to support their ideas.
<p>4. Client Service Focus Valuing and delivering high quality, professional, responsive and innovative service; is dedicated to meeting</p>	<ul style="list-style-type: none"> • keeps abreast of competitor services; • develops services that anticipate client needs; • measures levels of client satisfaction; • evaluates/interprets levels of client satisfaction; • regularly analyses changing client profiles to ensure optimal solutions; • operationalises client service values through policies and/or procedures.

<p>the expectations and requirements of internal and external customers; focus on the clients' needs in order to drive the solution.</p>	
<p>5. Sustainable Mindset</p> <p>Long term sustainability of service provision to the people that THC supports; maintaining strong governance structures; managing funding to support operational needs and growth.</p>	<ul style="list-style-type: none"> • establishes quality criteria/ policies / procedures; • ensures that the business complies with standard procedures; • identifies systemic quality issues; • takes responsibility to correct problems that relate to quality; • understands the financial drivers that influence the business; • keeps abreast of market/industry changes; • understands team interdependencies across the business; • understands the organisation's structure and/or systems; • uses the organisation's structure and/or systems to get things done.
<p>6. Leadership</p> <p>Creating, defining and fostering a broad, compelling organisational vision, and organising others to pursue it; providing guidance, feedback and direction to teams and individuals; inspiring and encouraging others towards goal achievement; assisting others to work at full potential; modelling best practice in the sector.</p>	<ul style="list-style-type: none"> • uses the organisational vision and values to promote the image and lead by example; • seeks to understand goals and challenges of other teams; • coaches and inspires team members; • Encourages and supports employees to achieve performance and development goals; • creates strategy around objectives to assist wider organisation in delivery; • best practice approach in all they do; • benchmarks industry market trends.

I understand the requirements of this position and of working at The Housing Connection, and will fulfil my obligations to do the tasks I have been assigned plus other duties as reasonably directed, to meet the ongoing needs of the organisation. I understand and will adhere to the code of conduct, confidentiality agreement and work health and safety obligations.

Employee name: _____

Signature: _____

Date: _____

Manager name: _____

Signature: _____

Date: _____