

Team Leader

POSITION TITLE:

Team Leader

REPORTS TO:

Area Manager

ACCOUNTABILITY:**Vision:**

That every person can say that I am *living the life that I want.*

With the *focus* vision for continued improvement at the heart of all we do; the team at *focus* will be responsive, progressive and innovative leaders in the development and provision of support services to people who have a disability.

Values:

focus Team Leaders will consistently exhibit the following qualities:

Respect:

You commit to treating others in a professional manner with consideration, mutual trust, courtesy and cultural diversity.

Communication:

You undertake to communicate information in the most appropriate manner, accurately, promptly and with sensitivity to the people we support. You will respond constructively to any information received.

Support:

You will support others by listening, encouraging, inspiring and acknowledging individual contributions. You will be consistent in your actions and actively seek to lead others by example.

Positive Attitude:

You will strive to maintain a positive working environment. Each team member will endeavour to inspire and encourage each other.

Professional Development:

You will each take an active role in developing your skills and knowledge to ensure the best service provision possible to the people we support. You will recognise the strengths in others and seek innovative ways to share knowledge and learn from one and other.

Teamwork:

You will seek to understand your colleague's roles and support requirements.

Accountability:

Irrespective of your position within the organisation, you will be accountable to the people we support, your colleagues, direct support staff and the mission and vision of *focus*.

You must support the *focus* Mission, Values and Team Charter at all times. Specific expectations of *focus* employees are detailed in the contract of employment and *focus* policy. You must support the



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focus policies and conduct yourself in a way which is consistent with the policies and practices of **focus** at all times.

EXTENT OF AUTHORITY:

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| Number of staff directly reporting to position: | As per service requirement |
| Extent of delegated authority: | <p>You are expected to work under general direction in your day to day role and participate as a member of the focus team. You contribute to the development of a positive working environment by establishing and maintaining professional working relationships with families, staff, and the people you support.</p> <p>Internal Organisational Relationships: You are directly accountable and responsible to the Area Manager designated to oversee your service, and work under general direction.</p> <p>Other: General features of this level involve solving problems of limited difficulty using knowledge, judgment and work organisational skills acquired through qualifications and/or previous work experience. Assistance is available from senior employees. Employees may receive instruction on the broader aspects of the work. In addition, employees may provide assistance to lower classified employees.</p> <p>Team Leaders have the scope for exercising initiative in the application of established work procedures and establishment of goals/objectives for their own particular work program or project.</p> <p>Team Leaders may be required to supervise lower classified staff or volunteers in their day-to-day work. Employees with supervisory responsibilities may undertake some complex operational work and may undertake planning and co-ordination of activities within a clearly defined area of the organisation including managing the day-to-day operations of a group of residential facility for persons</p> |



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| | <p>with a disability.</p> <p>Team Leaders will be responsible for managing and planning their own work and that of subordinate staff or volunteers and may be required to deal with formal disciplinary issues within the work area.</p> <p>Those with supervisory responsibilities should have a basic knowledge of the principles of human resource management and be able to assist subordinate staff or volunteers with on-the-job training. They may be required to supervise more than one component of the work program of the organisation.</p> <p>At all times, it is expected that you represent focus in a professional manner. It is anticipated that objective judgements will be shown in all of your decision-making processes with reference to focus policies and procedures.</p> |
| Locations: | <p>All focus sites</p> <p>Primary base: focus designated Service</p> |
| Allowances/Special Conditions: | <p>As per <i>Victorian Disability Services (NGO) Agreement 2019</i></p> |
| Specialised equipment/Special licence requirements: | <p>N/A</p> |
| Other important dimensions: | <p>Mandatory</p> <p>Current:</p> <ul style="list-style-type: none"> • National Police Check • NDIS Code of Conduct • Disability Worker Exclusion Scheme Check • Victorian Drivers Licence • Valid CPR & First Aid Certificate <p>Duties not explicitly specified in the Position Description may be required from time to time. These duties will be in accordance with the NDS Workforce Capability Framework level and conditions of employment for the position.</p> |



SUMMARY STATEMENT:

The Team Leader leads a team of Disability Support Workers to deliver quality, person-centred and customer focussed outcomes for the people we support. Within the parameters of the role, the position is responsible for the quality of services, ensuring timeliness and working within the agreed budget. The role is also responsible for implementing a planned approach to the leadership, supervision and professional development of the team members.

OTHER REQUIREMENTS:

It is the responsibility of every staff member to actively participate in the management of risk and to ensure a safe work environment for themselves, their co-workers, clients and **focus**. This position description is subject to the Risk Management and Control Framework and Policy, and Occupational Health and Safety (OHS) Policy. The employee must ensure that prescribed tasks are performed subject to established risk assessments and safe work practices.

To that end the following are also requirements of this role:

1. Report all hazards observed including any potentially unsafe work practices as soon as practicable;
2. Report all incidents of injury or near miss as soon as practicable;
3. Actively participate in all professional development and training regarding Risk management and OHS;
4. Cooperate with any reasonable request for action to ensure the safety of self and others and the mitigation of risk to **focus**.

All Services are provided in compliance with the Mission, Policies, Philosophies and Procedures of **focus** and are governed by the *Disability Act 2006*, *Occupational Health and Safety Act 2004* (Vic) and other relevant legislation.

focus is committed to the safety of the people we support and are required to undertake background screening. Safety screening will include checking whether your name is on the Disability Worker Exclusion List (DWEL) maintained by the Disability Worker Exclusion Scheme (DWES) Unit in accordance with the Victorian Safety Screening Policy and *National Disability Insurance Scheme (Practice Standards – Worker Screening) Rules 2018* (Cth).

All employees must undertake a national and/or international police check and demonstrate a record in accordance with **focus** policy and legislative requirements.

All employees are required to participate in learning and development activities as requested by **focus**.



DUTIES AND RESPONSIBILITIES:

| Key Responsibility Areas | Capability Requirements | Key Performance Measures |
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| STRATEGIC CORE REQUIREMENTS: | | |
| Sector and organisation purpose and values | <ul style="list-style-type: none"> • A significant knowledge of human rights based approaches in the disability sector and the individual and community identity and context • Significant knowledge of the role, vision, mission and values of focus • Understands and can demonstrate sector direction and the focus strategic plan. | <ul style="list-style-type: none"> • Understands and applies knowledge of legislative requirements, the Quality and Safeguarding Framework, and focus policy which supports a human rights based approach. • Promotes a strengths-based approach to achieving the plan goals of each person supported in the service • Recognises and promotes the importance of dignity and the human rights of each person supported. |
| Leadership and teamwork | <ul style="list-style-type: none"> • May lead a team or works as an individual practitioner • Monitors and coaches for individual and team outcomes /achievement/ performance • Provides operational or procedural direction and/or advice and ensures knowledge and information is shared • Exercises initiative and is self-reliant • Able to effectively represent the team | <ul style="list-style-type: none"> • Promotes very clear team objectives and individual objectives for team members aligned with focus strategy • Provides coordination and appropriate allocation of work responsibilities; delegating to staff in accordance with team members' skills and experience • Utilises the team resources to achieve a broad range of agreed performance outcomes including but not limited to: person centered support, Quality and Safeguarding Framework, budget, staff retention. • Monitors outputs and performance of the team and |



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| | <ul style="list-style-type: none"> • Participates as an effective team member. | <p>individual staff members using supervision mechanisms including but not limited to: one on one discussions, regular team meetings and appraisals.</p> <ul style="list-style-type: none"> • Effectively shares knowledge and information with team members to build capability and inform decision making • Consistently models focus values. |
| Communication | <ul style="list-style-type: none"> • Uses a range of communication techniques to effectively handle complex, sensitive matters involving a range of people including professional and specialist staff • Reports on complicated issues where some liaison with other teams or organisations is involved • Prepares complex management reports • Deals with issues presenting in team skills area; when outside team area, ensures effective engagement/referral, internally or externally. | <ul style="list-style-type: none"> • Engages effectively and achieves a positive relationship with people supported, families and other stakeholders • Effectively resolves conflict with team members and/or customers • Uses clear and concise communication and builds positive relationships with all teams and departments • Provides relevant, clear and factual written reports and information to the Area Manager and Senior Management on request • Arranges internal referrals consistent with focus policy • Develops positive relationships both internally and externally, that benefit both the customers and uphold the focus reputation. |
| Customer Relationships | <ul style="list-style-type: none"> • Ensures customers are appropriately supported in exploring and resolving their needs, expectations and | <ul style="list-style-type: none"> • Actively develops a culture of customer service within the team, ensuring all team members are focused on what is important to focus clients and families |



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| | <p>goals</p> <ul style="list-style-type: none"> • Comprehensive knowledge of supports and services available • Ensures quality of service; effective liaison/ communication with customers; confidentiality, diversity awareness, provision of information and effective internal and external referral practices • Ensures team members possess required knowledge and approach situations flexibly and creatively • Understands significant stakeholder relationships and their importance • Contributes to positive relationships with relevant stakeholders, building a network of people as required. | <ul style="list-style-type: none"> • Achieves positive customer satisfaction survey results • Makes sound decisions to support the individual needs of clients, in consideration of focus priorities and workforce constraints • Demonstrated understanding of cultural diversity and confidentiality to ensure quality service provision • Ensures team members have capability to use situational problem solving and apply knowledge to client and service context • Appropriately contributes to relationships and liaises with stakeholders relevant to the services being provided by the team. |
| <p>Personal Accountability</p> | <ul style="list-style-type: none"> • Ensures adherence to focus policies and procedures, and all relevant government legislation and | <ul style="list-style-type: none"> • Ensures the service and team members are compliant at all times by utilising effective checking and supervision |



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| | <p>standards</p> <ul style="list-style-type: none"> • Regularly assesses and reports on compliance. Ensures the implementation of new/amended procedures and quality standards • Monitors and ensures efficient and effective use of focus financial and other resources • Maintains a safe and healthy workplace • Ensures focus image and reputation is maintained. | <ul style="list-style-type: none"> • Provides timely compliance reporting and analysis to Area Manager and Senior Management on request • Contributes to policy and process development as required. Ensures all policies and processes are consistently followed. • Shows understanding of maximising resources and working within the limitations of a restricted team budget and resources • Understands and prioritises health and safety obligations • Is a role model of focus values and behaviour meets customer expectations. |
| <p>Innovation</p> | <ul style="list-style-type: none"> • Ensures resourcefulness and creativity are enabled • Recognises individual contributions • Identifies and contributes to opportunities for innovation across teams • Ensures risk mitigation and assessment and quality improvement practices are in place • Applies appropriate problem solving and decision making tools | <ul style="list-style-type: none"> • Creates a team environment that encourages innovation, quality improvement and reflective practice • Encourages employee voice and provides forums for meaningful contribution • Identifies opportunities for continuous improvement and ensures the action plan for the continuous improvement register deadlines are met in the service • Identifies, acts on and/or escalates risks in the conduct of work and team implementation |



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| | to complex practical matters arising in the improvement process. | <ul style="list-style-type: none"> • Is change ready and demonstrates effective problem solving and decision making specific to the service and individual client context. |
| FUNCTIONAL REQUIREMENTS: | | |
| Person centered knowledge and application | <ul style="list-style-type: none"> • Ensures person centred approaches to identifying goals and aspirations for people with disabilities are understood and incorporated into plan implementation and service offerings/supports • Implements individual plans and may supervise implementation and alignment of person centred approaches for a team or work area based on relevant practical and theoretical knowledge • Contributes to local planning and development of service offerings/supports. | <ul style="list-style-type: none"> • Demonstrated person centered approach to support clients in achieving their goals • Acts as a consistent link for people and families, providing continuity to the support provided • Ensures individual plans are implemented and provides effective supervision to ensure a person centered approach • Proactively contributes to the planning and development of service offerings/supports. |
| Personal care, skill development and support | <ul style="list-style-type: none"> • Ensures all duty of care and safety requirements are adhered to in respect to personal care and related support, including the administration of medications • Ensures provision of | <ul style="list-style-type: none"> • Ensures personal care provision including medication administration are provided in accordance with legislative requirements, the Quality and Safeguarding Framework and focus policy at all times • Ensures the service and team |



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| | <p>all relevant levels of required assistance including appropriate use of tools and technologies</p> <ul style="list-style-type: none"> • Ensures appropriate allocation of staff, service delivery liaison/ communication; provision of information, and effective referral practices • Ensures team members have an appropriate level of disability knowledge and the skills to engage with people • Assists with the evaluation of programs and preparing reports as required • Will also participate in the planning and development of service offerings/supports. | <p>have appropriate tools and technologies to provide the level of assistance clients require</p> <ul style="list-style-type: none"> • Effectively workforce plans, taking into account individual client requirements, compliance and staff capability • Refers matters promptly and in accordance with focus policy • Effectively supervises, mentors and coaches staff to ensure they have the required level of skills and knowledge to effectively engage with people and support their individual needs. |
| <p>Participation and inclusion</p> | <ul style="list-style-type: none"> • Ensures people with disabilities and their families/carers are appropriately supported in the areas of life learning, participation, employment and community inclusion • Ensures goals and aspirations are met through effective individual plan | <ul style="list-style-type: none"> • Demonstrated evidence that client's families/carers are appropriately supported in life learning, participation, employment (as applicable) and community inclusion • Demonstrated evidence that client goals and aspirations are met through effective individual plan implementation and person centered supports • Proactively identifies an |



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| | <p>implementation and support processes, particularly for people with a variety of complex requirements</p> <ul style="list-style-type: none"> • Assists with implementing individual plans that include provision of social participation, training, employment and referral interventions • Develops or assists with identifying an appropriate range of opportunities and activities | <p>appropriate range of opportunities and activities that meet the individual needs of the people we support</p> |
| <p>Community engagement and education</p> | <ul style="list-style-type: none"> • Ensures appropriate community links • Ensures a positive image of people with a disability and the organisation in the community is presented • Ensures team members build knowledge and strong working relationships with community groups, service providers and other agencies • Represents own organisation and works to extend these links and build disability knowledge and capacity in the | <ul style="list-style-type: none"> • Develops, maintains and builds linkages with appropriate external organisations, contacts and volunteers • Uses effective documentation and reporting to document and assess the effectiveness of community activities • Team members demonstrate a depth of knowledge and positive linkages with the community • Represents focus positively and proactively builds community linkage • Ensures any volunteer access meets Worker Screening requirements, is managed in accordance with focus policy and are effectively supervised. |



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| | <p>community</p> <ul style="list-style-type: none"> Ensures volunteer resources are engaged, developed and utilised effectively. | |
| <p>Reporting, documentation and administration</p> | <ul style="list-style-type: none"> Ensures adherence to reporting, documentation and business administration requirements Ensures procedures are adhered to and appropriate documentation is maintained Ensures the implementation of new/amended reporting and administrative requirements Ensures use of relevant communications and technology systems by all relevant staff Ensures the required service and billing records are maintained. | <ul style="list-style-type: none"> Reporting is effective, timely and analysis is provided on root cause and/or identified areas for improvement All focus policy and procedures are consistently followed at the service New/revised reporting and administrative requirements are implemented in a timely and effective manner Systems including but not limited to: RiskMan, Supportability and DKNet are used effectively by all team members Billing deadlines are adhered to, and budgets effectively monitored. |



KEY SELECTION CRITERIA:

Knowledge

Required:

- Equivalent to 3-year degree or equivalent knowledge and experience,
- Or VET Advanced Diploma/Associate Degree with experience, or
- Relevant certificate with relevant experience, or experience attained through previous appointments, services and/or study of an equivalent level of expertise and/or experience to undertake the range of activities required.

Preferred:

- Demonstrated leadership qualities and/or experience
- Shows commitment to ongoing skills development
- Attends appropriate training for role
- Undertakes regular professional development
- Knowledge of National Disability Insurance Scheme and Human Services Standards
- Sound knowledge and understanding of relevant legislation, regulations, standards, policies and procedures.

Skills

- Excellent communication skills
- Advanced interpersonal skills
- Intermediate level - Microsoft Office.
- Well developed verbal and written communication skills.

Attributes

- Confidentiality and discretion
- Commitment to the mission, vision and values of *focus*.

Ethical

- Has integrity and principles.

Honest

- Is credible and truthful
- Is reliable and trustworthy
- Acknowledges and learns from mistakes.

Collaborative

- Works with others to achieve common goals
- Engenders a spirit of teamwork
- Inspires trust.



CONDITIONS OF EMPLOYMENT:

This is a full-time position of 76 hours per fortnight, primarily worked between the hours of 6.00am to 8.00pm Monday to Sunday. There is a requirement for shift work with the applicable shift loadings outside of these hours Monday – Sunday based on **focus** roster and operational requirements.

This position is comprised of 50% duties of rostered shifts “on the floor” whereby the Team Leader will be undertaking the duties of the shift in a leadership capacity, and 50% administration time. The Team Leader will be required to assist with after hours OnCall and other service during their rostered shifts and allocated after hours On Call period. The respective allowance will be paid for after hours OnCall duties whilst not on shift.

All staff working for **focus** will be required as a condition of employment to:

- be a role model for other workers that promotes team work, a learning culture and independent attitude
- participate in mandatory and reasonable staff development, training and quality assurance activities
- All employees must comply with road traffic regulations and laws and be responsible with payment of fines relating to traffic infringements and pay excess in the instance of when damage has been caused as a result of negligence of the driver.

The incumbent must agree to the objectives set in consultation with the Area Manager.

Note: This position is subject to review and may change in accordance with the strategic and operational requirements of **focus** and the people we support.

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| Industrial instrument: | <i>Victorian Disability Services (NGO) Agreement 2019</i> |
| Level: | 3 (Per Schedule A) |
| Workforce capability framework level: | DSD 6 |
| Job Family: | Direct Service Delivery |
| Formulated: | 12/05/20 |

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