

## POSITION DESCRIPTION

<u>Position Title:</u>	Team Leader Personalised Support
<u>Classification:</u>	Social and Community Services Employee - Level 5
<u>Employment Status:</u>	Full-Time
<u>Department/Program:</u>	Direct Support
<u>Report to:</u>	Head of Services and Development
<u>Location:</u>	Armadale
<u>Issued:</u>	26 February 2024

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I have read, understand and accept this position description. I agree to notify my supervisor immediately of any change in my capacity to meet the requirements. I also agree to inform my supervisor if any of the following requirements change:

- driver's license status (if applicable)
- police check status & DWES status or
- the capacity to fulfil the inherent requirements of the role

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Employee's name  
Date:

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Employee's signature  
Date:

## POSITION OBJECTIVE

The Team Leader, Personalised Support will have primary responsibility for the ongoing support of both participants and staff. This role will oversee the service delivery of personalised support at Inclusion Melbourne.

This will include recruitment, retention, coaching and management of employees, whilst supporting efficient transition of participants to direct support services. Oversight and support to the rostering of employees, and liaison with participants and families are a key part of this operational role.

The Team Leader will develop and maintain relationships with both internal and external stakeholders, families, Support Independent Living services, Support Coordinators and other professionals.

The Team Leader will maintain responsibilities for exceptional customer services, as well as being a positive ambassador for Inclusion Melbourne and promote our services to the wider community.

## Our Values

### *Integrity*

*“To consistently act on sound moral principles”*

We will act with integrity by:

- Being respectful
- Doing what we say we'll do and being open about how we do it
- Being honest about what we can and cannot achieve
- Acting in a manner that is deserving of your trust
- Having skilled, competent and professional employees

### *Potential*

*“The inherent ability or capacity for growth”*

We will see the potential of all persons by:

- Believing that everyone has the potential to keep achieving more
- Ensuring that everyone has equal opportunities for development
- Understanding that overcoming obstacles is a necessary part of the journey to success

### *Individuality*

*“A single person regarded as a unique personality, distinguished from others by special qualities”*

We will embrace individuality by:

- Acknowledging uniqueness and accepting differences in a non-judgemental manner
- Using a person-centred approach to meet the unique needs of each person
- Supporting people to make choices that build the lives they want
- Working with people in unique and personalised ways
- Respecting individual and family customs, practices, beliefs, traditions and heritage

### *Relationships*

*“A significant connection existing between people and communities”*

We will foster relationships by:

- Being honest with each other
- Supporting and encouraging each other
- Connecting people with their community and nurturing new relationships
- Working together to solve problems
- Listening to each other to achieve mutual understanding
- Strongly believing that together people create better lives

## KEY RESULTS AREA – INTAKE

Responsibilities	Duties
Collaborate with the Intake Officer, to support transition of participants to service	<ul style="list-style-type: none"> <li>Clearly articulates the benefits of respective service options.</li> <li>Liaise with Intake Officer to ensure compatibility with Inclusion Melbourne services and that the participant has the correct type and required amount of funding to purchase desired services.</li> <li>Maintain Direct Support capacity, to inform intake process to manage wait times</li> </ul>

## KEY RESULTS AREA – ADMINISTRATION

Responsibilities	Duties
Managing and overseeing the efficient and accurate use of the CRM, including data reporting and analysis.	<ul style="list-style-type: none"> <li>Collaborate and support the Rostering Coordinator to maintain and refinement rostering tools related to direct support service delivery.</li> <li>Provides recommendations related to enhancements in functionality and efficiency regarding rostering tools and related elements of CRM.</li> <li>Develops and provides up-to-date reports on requested metrics.</li> <li>Uses system tools &amp; functionality to build in safeguards related to over-servicing, under-servicing, compliance and other items as required.</li> </ul>
Managing and overseeing appropriate documentation within Direct Supports	<ul style="list-style-type: none"> <li>Ensure all systems, reporting requirements, file notes, and participant notes are undertaken in an accurate and efficient manner.</li> </ul>

## KEY RESULTS AREA – MANAGEMENT OF TEAM

Responsibilities	Duties
Supervises a team of Direct Support employees, Rostering Co-ordinator, Community Inclusion and Vocational Officers to ensure high quality and timely services are delivered to all participants.	<ul style="list-style-type: none"> <li>Support Roster Coordinator and ensures all participants are rostered and matched with appropriate support for every shift.</li> <li>Compliance with Industrial/contractual conditions, including Modern award entitlements, minimum permanent hours are met.</li> <li>Oversees and ensures continuity plan and provision of backfill of rostering responsibilities, as required.</li> </ul>

Manage staff performance and development.	<ul style="list-style-type: none"> <li>• Conduct regular supervision with direct reports.</li> <li>• Monitor staff learning goals and ensure all staff are delivering service at expected standard.</li> <li>• Collaborate with the Vocational Practice Lead to support best practice framework, and industry standards in the provision of high-quality care and supports are delivered.</li> <li>• Collaborate with Vocational Practice Lead to ensure that all Direct Support Professionals and CIVO staff are regularly engaged in practice coaching sessions.</li> <li>• Conduct performance appraisals for direct reports and develops individual professional development goals and supervises staff in achieving those goals.</li> <li>• Manage and support the induction and orientation processes for new staff.</li> <li>• Delivers internal training, coaching, guidance to team members as required.</li> <li>• Identify, approve or arrange internal and/or external training in consultation with Manager.</li> <li>• Implement performance process for employees who are not meeting expectation, or breach organisational policies and procedures.</li> </ul>
Manage and oversee the approval of timesheets and that pay related matters are provided to Finance in a timely and accurate manner.	<ul style="list-style-type: none"> <li>• Timesheets are approved within the required deadlines to ensure the required payroll data is accurate.</li> <li>• Hold accountability that the necessary data for accurate payroll processing, including regular hours, overtime, annual leave, personal leave and other types of leave is provided within the required deadline.</li> <li>• Reconcile Schedule board with Timesheet approval daily</li> </ul>
<b>KEY RESULTS AREA – CLIENT SERVICES</b>	
Responsibilities	Duties
Ensures participants receive high-quality service provision.	<ul style="list-style-type: none"> <li>• Each participant is orientated to Direct Support Professional in accordance with Inclusion Melbourne policy.</li> <li>• Provide ongoing support to participant to ensure employee matching is successful, with follow up, sharing of feedback, and support provided as required. This may require both in person, phone and written communication participants and family members.</li> <li>• Oversee timely and accurate communication of changes required to support the participant, such as service agreements, behavioural support plans etc, to key internal stakeholders in accordance with IM Privacy policy and legislation.</li> <li>• Oversight of participant plan, and monitor the participants funding and service provision, within the allocated budget.</li> </ul>

	<ul style="list-style-type: none"> <li>Develops strong professional relationships with employees, the people we support and their families through timely, clear and courteous communication.</li> </ul>
<b>KEY RESULTS AREA – HUMAN RESOURCES</b>	
Responsibilities	Duties
Building strong teams able to respond to the service needs of participants and the business needs of the organisation.	<ul style="list-style-type: none"> <li>Monitor business growth and emerging workforce needs and liaise with Manager and HR to ensure capacity to meet those needs.</li> <li>Participate in recruitment of employees who possess relevant skills and values while maximising efficiency.</li> <li>Skill develop and team development, seeking opportunity for employee's career development and forward planning within IM.</li> <li>Ensure IM Privacy policy and legislation is adhered to when managing employee records and information.</li> </ul>
<b>KEY RESULTS AREA – COMPLIANCE</b>	
Responsibilities	Duties
Ensure day-to-day regulatory compliance and adherence to organisational policy and procedures.	<ul style="list-style-type: none"> <li>Ensures all incident reports received are completed, submitted and registered in accordance with compliance requirements.</li> <li>Assists the HO Services and Development and Vocation Practice Lead to manage serious incidents, including reporting and compliance.</li> <li>Prepares reports, service evaluation as required.</li> <li>All complaints are responded to within 48 hours and recorded in the relevant register.</li> <li>Ensures the complaints process is completed for areas of responsibility and outcomes communicated to the complainant.</li> <li>Manage and oversee any risks of OHS both physical/psychological safety.</li> <li>Approves and manages leave for direct reports.</li> </ul>
<b>KEY RESULTS AREA – OUR TEAM</b>	
Responsibilities	Duties
Staff Engagement	<ul style="list-style-type: none"> <li>Participates in regular supervision and performance reviews.</li> <li>Oversee and manage Direct Support Professionals supervision, and seek opportunities to continually improve and strengthen employee engagement and performance within the team.</li> </ul>

Teamwork	<ul style="list-style-type: none"> <li>• Attends and participates in relevant departmental and organisational meetings.</li> <li>• Contributes to the development of the team ensuring communication is positive and effective.</li> <li>• Models high standards of teamwork.</li> <li>• Openly supports and respects diversity within the organisation.</li> <li>• Proactively support team members and work with team members to assist in planning and achievement of timelines, goals and outcomes.</li> </ul>
<b>KEY RESULT AREA – CUSTOMER EXPERIENCE</b>	
Responsibilities	Duties
Demonstrates and upholds IM Values	<ul style="list-style-type: none"> <li>• Ensure the values of Inclusion Melbourne are incorporated into daily work practices.</li> </ul>
Customer Service (Internal & External)	<ul style="list-style-type: none"> <li>• Model &amp; provide excellent customer service to all stakeholder.</li> <li>• Feedback from all stakeholders is complimentary.</li> <li>• Low level of complaints from all stakeholders.</li> <li>• Have knowledge of all aspects of Inclusion Melbourne's services.</li> <li>• Represent Inclusion Melbourne at regional networks and forums, as relevant.</li> </ul>
Support key business functions of the organisation ensuring a positive public image of Inclusion Melbourne is presented.	<ul style="list-style-type: none"> <li>• Positive customer feedback.</li> <li>• All communication is positive and effective.</li> </ul>
<b>KEY RESULTS AREA – Other</b>	
Responsibilities	Duties
Maintain and monitor a healthy and safe work environment for all stakeholders.	<ul style="list-style-type: none"> <li>• Ability to assess risk in the context of service delivery to a diverse range of clients, in a diverse range of settings, and the ability to implement risk mitigation strategies.</li> </ul>
Maintain and promote a workplace free from discrimination and harassment of any kind and follow the organisational grievance procedure to report any discriminatory or harassing behaviour.	<ul style="list-style-type: none"> <li>• Role model and ensure conduct and behaviour promote a workplace free from discrimination &amp; harassment.</li> <li>• Report any behaviour or conduct which is a breach of Inclusion Melbourne's policy to your manager, CEO or Human Resources.</li> </ul>
Training & Development	<ul style="list-style-type: none"> <li>• Attends relevant training and supervision meetings.</li> <li>• Accept and undertake opportunities to increase skills, has a positive outlook, and accepts feedback in an open and receptive manner.</li> </ul>

## ORGANISATIONAL RELATIONSHIPS

<u>Reports to:</u>	Head of Services and Development
<u>Supervision:</u>	Rostering Co-ordinator Direct Support Professionals Community Inclusion and Vocation Officers
<u>Internal Liaisons:</u>	Vocation and Practice Lead Manager Community Supports Administration & Finance Team Team Leader Support Coordination Inclusion Training Quality team
<u>External Liaisons:</u>	People supported by Inclusion Melbourne, their families and/or carers National Disability Insurance Agency Non-government organisations External service providers Specialist agencies and services Members of the public Contracted professionals

## ACCOUNTABILITY

Accountable for the delivery of high-quality person-centred services to participants including:-

- Facilitating seamless engagement and implementation of services and supports.
- Reliable and high-quality delivery of services through the allocation of Direct Support Professionals.
- This will be achieved through:-

Setting priorities and monitoring workflow;

Providing expert advice to direct reports;

Effective and efficient communication with all stakeholders;

Exercising judgement and initiative where policies and procedures are not clearly outlined;

## EXTENT OF AUTHORITY, JUDGEMENT & DECISION MAKING

In order to achieve the duties and responsibilities of the position, the Team Leader, Direct Support is expected to:-

- exercise a degree of autonomy within objectives and budget;
- undertake a variety of tasks of a specialised and/or detailed nature under general direction;
- exercise professional judgement and provide specialist technical advice;
- establish priorities and monitor workflow in areas of responsibility.
- use initiative to identify, or predict an issue that may arise and assess or think through resolution options using sound problem-solving skills.

## KEY SELECTION CRITERIA:

### Essential:

- A genuine interest in, and commitment to Inclusion Melbourne's vision, mission and values of integrity, potential, individuality and relationships and the organisation's strategic directions.
- Ability to articulate service offerings and support participants to understand the benefits of Inclusion Melbourne service offerings.
- Strong knowledge of NDIS, including the price guide, reading NDIS plans and a mature knowledge of person-centred and inclusive practice.
- Ability to oversee and understand rostering and rostering systems.
- High-level management skills, excellent interpersonal skills and a genuine interest in working with a diverse range of people.
- Proven ability to identify and remediate underperformance within teams and individuals.
- An appropriate tertiary qualification or other formal qualifications with substantial work experience related to inclusive person-centred service design and delivery.
- Proven teamwork skills and the ability to work both collaboratively and independently.
- Exceptional Microsoft Office skills and substantial experience managing a client relationship database.
- Strong written and oral communication skills, including the ability to communicate effectively with a range of stakeholders.
- Current Victorian Driver's License and vehicle access.
- Sound understanding of Occupational Health and Safety.