





POSITION DESCRIPTION

Position Title - Team Leader Contract Services			
Position Purpose The Team Leader for Contract Services ensures that the cleaning work at contracted sites is performed to the agreed standards within set timeframes while providing direct supervision, support and professional leadership to employees with disabilities. The Team Leader will be responsible for transporting employees from one site to the following site according to a designated daily work roster. This is a “hands on” role and the Team Leader will perform cleaning tasks within each site as required.			
Division:	Contract Services	Reports to	Warrick Coad - Contract Services Manager
		Direct Reports::	Oversight of cleaners
Internal Relationships:	Scope Sites	External Relationships	Direct customers
Delegation of Authority	None	Category	Team Leader
Employment Contract	Part Time	Award	SCHADS (2010)

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
Scope's Vision	Scope will inspire and lead change to deliver best practice. We will: <ul style="list-style-type: none"> • support and listen to each person and their family. • provide leadership to influence strategy and policy. • deliver person driven, flexible & responsive services to build a sustainable future. • build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research. We will deliver better outcomes.
Scope Approach	<div style="display: flex; justify-content: space-around; align-items: flex-start;"> <div style="text-align: center;">  <p>see the person</p> <p>.....</p> <p>We listen to understand. We see the potential. We recognise how you do things and what you achieve. We take personal responsibility. We build excellent relationships with our clients and customers. We understand the balance between risks and rights.</p> </div> <div style="text-align: center;">  <p>do it together</p> <p>.....</p> <p>We lead in line with The Scope Approach. We work together to achieve shared goals. We build sustainable and ethical partnerships. We support each other. We communicate early and honestly. We share responsibility for safety.</p> </div> <div style="text-align: center;">  <p>do it right</p> <p>.....</p> <p>We use systems and processes in our work. We deliver quality outcomes safely and on time. We understand risks and opportunities. We are a financially sustainable organisation. We own the consequences of our actions. We take pride in the delivery of our mission.</p> </div> <div style="text-align: center;">  <p>do it better</p> <p>.....</p> <p>We develop creative solutions. We review and continually improve. We understand what is working and what is not. We seek and respond to feedback. We build capacity in all that we do. We are a leader in safety.</p> </div> </div>

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Key Function	Key Accountabilities, Responsibilities & Deliverables
Service Provision	<ul style="list-style-type: none"> Adhere to and work in accordance to Scope and contracted sites policies and procedures including Scope code of conduct and the disability service standards Contribute to the development of an ongoing work plan that directs the day to day work performance Transport employees from one site to another site according to designated daily work roster Promote effective time management Contribute to and increase quality of service Work in a structured environment to customer satisfaction Attend meetings and training as required – active participation and contribution Administrative duties as required for contract and management needs Appropriate, accurate and clear record keeping of rosters, timesheets, complexion of shifts etc Undertake all cleaning functions as per the respective site’s cleaning schedule
Financial Outcome	<ul style="list-style-type: none">
Growth Delivery	<ul style="list-style-type: none">
People Leadership	<ul style="list-style-type: none"> Provide supervision, support and behavioural management to employees with disabilities and/or challenging behaviours throughout the shift Provide appropriate and effective coaching and training methods and judgment skills for addressing the needs of the service as well as the person with a disability Ensure appropriate risk identification, assessment and appropriate action is carried out according to work place policies and procedures and relevant legislation
Workplace Health & Safety	<ul style="list-style-type: none"> Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all.

SELECTION CRITERIA	
Position Title	
Qualifications & Knowledge/Experience	<ul style="list-style-type: none"> Minimum Level 2 First Aid Certificate that is current Certificate II and III in Asset Maintenance or equivalent cleaning experience Commercial Cleaning Operations and Disability Sector Industry experience will be seen as desirable and relevant to the position
Technical Competencies	<ul style="list-style-type: none"> Ability to work without supervision Good communicator, with strong verbal and written skills The ability to be flexible, self motivated and manage own time effectively Identify problems and manage solutions Provide supervision, willingness to train, mentor and encourage employees with disabilities Ability to implement behavioural management strategies within a person centred capacity to support people with disabilities and/or challenging behaviours Preparedness to undertake both external and internal training Strong team leadership and conflict resolution and negotiation skills
Behavioural Competencies	<ul style="list-style-type: none"> Highly motivated and ability to deliver work to a high standard Tact and discretion Willingness to learn and be flexible Team player and goal achiever Strong determination to succeed (committed and passionate) Self confident and able to set appropriate personal boundaries Courteous, honest, open and clear communicator

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	<ul style="list-style-type: none"> • Corporate grooming and personal presentation
Licenses & Accreditations	<ul style="list-style-type: none"> • NDIS Clearance within the last five years • Working with Children’s check (required for all direct support roles) • Must satisfy all visa requirements for working in Australia. • Drivers license • Current registration to practice in Australia where required

Authorisation:

This Position Description has been reviewed and approved by the General Manager Ian Morgan and is effective from the 31/03/2018

People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____