

POSITION DESCRIPTION

House Supervisor 3&3A

Position Purpose			
Disability Support Workers provide support and information for people with disabilities, across their lifecycle and in all domains of life, to enable access to a quality life with dignity, respect and social inclusion in the least restrictive environment.			
This position is a leadership role which delivers direct services and supervision of staff. This is to enable the residents of the Shared Supported Accommodation to live happy and empowered lives, engaged in their community.			
Division:	According to vacancy	Reports to:	Operations Manager
Category:	Client Services Operations	Direct Reports:	Disability Support Workers
Internal Relationships:	Frontline leaders, Management team, DSW's and Home@Scope Support team	External Relationships:	Customers, families and external funding bodies including NDIA and DHHS
Employment Contract:	House Supervisor or House Supervisor (Complex) as per contract	Award:	Disability Services Enterprise Agreement Victoria 2018-2022

Scope's Mission	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
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Scope's Vision	<p>Scope will inspire and lead change to deliver best practice. We will:</p> <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 <p>We will deliver better outcomes.</p>
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Scope Approach				
	<p>see the person do it together</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>	<p>do it right</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>	<p>do it better</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>	<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>

Key Function	Key Accountabilities, Responsibilities & Deliverables
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<p>Service Delivery</p>	<p><u>Employee Utilisation</u></p> <ul style="list-style-type: none"> Responsible for the rostering of all direct support staff within your portfolio including monitoring of absenteeism and recommendations for escalation Contribute to the effective utilisation and availability of all direct support staff Responsible for managing employee leave requirements process Ensure each resident has current Support Plans and that support is provided to each person in line with individual plans and goals Ensure key workers are in place for each resident Ensure all support provided is consistent with Positive Behaviour Support principles Ensure residents are supported to be included in their community <p><u>Employee Service Delivery</u></p> <ul style="list-style-type: none"> Learning & Development: supporting the ongoing training and compliance of all direct support staff including: <ul style="list-style-type: none"> Identifying learning and career development opportunities for staff in your area. <p><u>Supervision Responsibilities</u></p> <ul style="list-style-type: none"> Work to develop and maintain team morale and effectiveness and provide day-to-day mentoring and share practice knowledge. Manage a small staff team and related services, including ensuring effective roster management (budgetary and human resources). <p><u>Compliance</u></p> <ul style="list-style-type: none"> Comply with Scope Policies and Procedures as applicable to your role Remain compliant with all mandatory training, and participate in meetings as requested Ensure Quality Standards are met Keep accurate and complete records of your work activities in accordance with legislative requirements and the department's records, information security and privacy policies and requirements.
<p>Financial Outcome</p>	<ul style="list-style-type: none"> Residents are supported to self-manage their NDIS plan. Working with the residents, the Household Budget is managed, and regular and accurate reports are provided for residents and their families. Residents are provided with appropriate assistance to manage their individual finances if requested. Goods and services required by residents are arranged and invoices paid in a timely manner.
<p>Workplace Health & Safety</p>	<ul style="list-style-type: none"> Together with you line management team be responsible for the uploading and recording of Complaint and Incident reports through the appropriate systems Responsible for ensuring that Scope complies with its legal requirements and strives for best practice in the provision of a safe workplace for all Ensure your behaviour does not discriminate, bully or harass Participate in meetings, training and other OH&S activities as required
<p>People Leadership</p>	<ul style="list-style-type: none"> Responsible for constructively and positively working alongside other people Work with relevant People & Culture staff to recruit, train and support suitability qualified and experienced team members Ensure all staff understand and fulfil their responsibilities, authorities and accountabilities and are supervised to meet the needs of the residents Hold regular team meetings, ensuring staff are involved in continuous improvement of the service

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	<ul style="list-style-type: none"> Engage in regular and supportive feedback with direct reports, ensuring timely action is taken to recognise good performance and to address development needs Build staff capacity to fulfil their duties through mentoring, coaching and development opportunities, with particular regard to developing future leaders
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SELECTION CRITERIA House Supervisor

Skills, Knowledge, experience, qualifications and training	<p>Essential</p> <ul style="list-style-type: none"> Relevant qualification (3 - Certificate IV in Disability Work, 3A – Advanced Diploma in Disability Work or equivalent) and/or experience as relevant to the advertised position and requirements of the House. Current Level 2 First Aid Certificate Current CPR certificate. A person centred approach to supporting people with disabilities. Ability to apply theoretical knowledge and experience to support people with disabilities. Thorough knowledge of the Disability Act 2006, current trends in disability service provisions and service delivery implications. Knowledge of Positive Behaviour Support Experience in the disability field is advantageous, including working with people with a disability who have complex needs and behaviours of concern Human Resources experience particularly in the area of rostering is mandatory <p>Desirable (but not essential) A full Australian driver’s licence.</p> <p>Home@Scope Provided 3 day Induction Program – pass in all modules required. 2 day Shadow Shifts – must be identified as competent.</p>
Technical Competencies	<ul style="list-style-type: none"> Computer literacy Attention to detail, organisational and time management skills. Ability to work effectively within a busy environment and meet deadlines Ability to work independently as well as collaboratively with others.
Behavioural Competencies	<ul style="list-style-type: none"> Positive attitude and willingness to learn and contribute. Excellent communication skills with an ability to interact with a wide range of people. Lateral thinking and creative problem solving skills. Ability to adapt to various situations and changing priorities. Proven ability to assume responsibility and be self-directed and operate independently An appreciation of the immense value that diversity brings to communities
Licenses & Accreditations	<ul style="list-style-type: none"> Cleared Police Check for disability within the last twelve months Working with Children’s check Must satisfy all visa requirements for working in Australia. Full driver’s license (for roles where you need to travel to deliver services) Cleared check against the Department of Health and Human Services operated Disability Worker Exclusion Scheme

Authorisation:

This Position Description has been reviewed and approved by the Chief Operations Manager.

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People & Culture Authorisation

Job Evaluation Completed: _____ Position Created: _____

Organisation Hierarchy Amended: _____