



RESIDENTIAL SERVICES LEAD - TEAM LEADER

Use your skills and experience in Person Centred Care and Leadership to make a real difference in the lives of people living with disability.

Apply to join the Able Australia team today and let's make a difference together!



POSITION
DESCRIPTION



About Able Australia

Do you want to work for a leading and established service provider that delivers innovative and diverse support services that lead the way in best practice?

Does the idea of personalised career pathways and professional development opportunities excite you?

Able Australia is a leading disability service provider, working across Tasmania, Victoria, the ACT and South East Queensland. For over 50 years we have been delivering quality support services to people with disability, proudly supporting our clients to reach their full potential.

We are driven by the values of Trust, Respect, Excellence and Kindness, which

underpins the care we give. We lead the way in providing supports that reflect evidence-based best practice, working in long term partnership with our clients and their loved ones, achieving **'Better Days Every Day'**.

As a registered provider under the National Disability Insurance Scheme (NDIS), our vision is to enable the people we support to live the life they choose.





Is this role for you?

The Residential Services Lead – Team Leader role reports to the Area Manager and is accountable for the delivery and continuous improvement of high quality person-centred services to our Clients, aligned to Able Australia’s Mission, Vision and Values of Trust, Respect, Excellence and Kindness. You are responsible for successfully leading a team of Disability Support Workers in an Able Australia Residential house.

The Residential Services Lead ensures our Clients receive high quality **individualised** services that enable them to successfully achieve their **goals & desires**.

To succeed in this role you will be experienced in engaging with **persons with a disability** and their **families**, third-party service providers, health professionals, advocates and government agencies.

You have experience **reviewing** and **managing** Client-related **documentation**, including person-centred plans, allied health & behaviour support plans and incident and feedback reporting.

As a **leader** and mentor, you are committed to **inclusion**, the delivery of **high quality** services for people with a disability and respect the rights of all individuals.

You value **diversity** and positively engage with diversity.

Through your **professional**, proactive approach, you ensure the continuous improvement of Able Australia’s Residential Services and are **committed** to our Clients living **Better Days, Every Day**.





Skills and experience required to be successful in this role

Essential

- Certificate IV in Disability or relevant qualification in a similar field or willingness to acquire.
- Minimum 3 years experience leading small teams and the demonstrated ability to provide effective leadership.
- Computer literate.
- An understanding of client programming and person-centred active support models.
- Experienced in developing great working relationships, gaining trust and respect, with well-developed verbal and written communication skills.
- Goal oriented/and willing to learn.
- Professional and organized.

- Efficient time management skills and the ability to manage multiple tasks.
- Ability to understand and manage financial budgets.
- NDIS Worker Screening Check.
- Current Victorian driver's licence.
- Current Covid-19 Vaccination or medical exemption.

Desired

- Experience in the disability industry.
- Understanding of the NDIS and relevant State and Commonwealth legislation / regulation relevant to Service Delivery.
- Data literate – ability to analyse, monitor and report data and information.





Primary Duties & Responsibilities

- Provide Clients with high quality individualised services that enable them to successfully achieve their goals, desires and to engage in meaningful social relationships and enjoy Better Days, Every Day.
- Medication plans, distribution and administration, carried out according to Able Australia's policies & procedures.
- Engages well with service stakeholders including family members, third-party service providers, health professionals, advocates and government agencies as well as Able Staff
- Reviews and manages Client-related documentation, including person-centred plans, health, behavioural plans and incident and feedback reports.
- Proactively collaborate with Able Australia's Area Managers, central rostering team to develop rosters that meet Clients and team member needs, and are in line with available funding and management requirements.
- Provides coaching and support to Disability Support Workers and volunteers to ensure they provide personal care excellence to Clients, including leading weekly communication meetings with staff, and providing daily performance feedback, monthly supervision and completing annual performance reviews.
- Models appropriate workplace behaviours which reflect Able Australia values, including promoting diversity, equality and inclusion and addressing inappropriate behaviours in consultation with Area Manager.
- Leads team member learning and development and ensures required team training is completed.
- Effectively manages team member absences (including leave approvals) and provides related reports.
- Follows direction from management regarding operational plans, training and meetings.
- Ensures Behaviour Support Plans (BSPs), Restrictive Intervention Database System (RIDS) and all administrative tasks are completed accurately and on time.
- Responds to incidents and feedback in a timely manner, in accordance with organisational and regulative requirements.
- Actively participate in training and professional development opportunities.
- Maintains a positive attitude and has the needs, desires and rights of people with a disability at the forefront of all decisions and actions.





Position Description Agreement

Performance Review:

This position description broadly outlines the requirements of the role. All Able Australia positions also require a specific performance agreement – a set of key result area (KRA) related performance goals, but grounded on site specific/local needs, with measures for a specific period (typically 12 months). Progress of that agreement is reviewed regularly with the employee's manager.

Statutory Requirements/Compliance:

Able Australia employees are required to:

- Manage work practices for health and wellbeing of all staff/clients within the area of responsibility and ensures Able meets all statutory WHS requirements for the operation of services.
- Identify and manage risks and encourage all staff to participate in this process.
- Oversee and manage the implementation of the Able Quality System and ensure that prescribed quality outcomes are achieved.
- Ensure that work practices comply with all relevant legislation and statutory requirements, policies and procedures e.g. Medication Administration, incident management, BSP and PRODA reports etc.

I, _____ have read, understood and agree to comply with this position description.

Signature: _____ Date: _____

