

**Position Title:** Team Leader  
**Reports To:** Area Manager  
**Employment Type:** Permanent  
**Work Location:** Various locations/services

State	Industrial Agreement	Job Classification
Victoria	Victorian Collective Agreement	Level 4
Tasmania	Tasmanian Collective Agreement	Level 4
ACT	SCHADS Award	Level 4
Queensland	SCHADS Award	Level 4

### The Organisation

Able Australia is a secular non-profit organisation that provides services to people living with multiple disabilities including deafblindness, and youth and families who are experiencing disadvantage. Able is committed to enabling the people they support to live the life they choose.

Able Australia prides itself on its values of trust, kindness, respect and excellence, with a mission to live these values and build on its heritage of over 50 years, empowering individuals with disabilities to reach their full potential.

### Job Purpose:

This role is accountable for the delivery and continuous improvement of high quality person-centred service to Clients, within budget, aligned to Able Australia's Mission, Vision and Values, at Able Australia accommodation, community & day services.

### Key Result Areas

### Primary Duties & Responsibilities

#### Service Excellence

- Ensures Clients receive high quality individualised services from oneself and others that enable Clients to successfully achieve Support Plan goals, take part in meaningful activities, engage in social relationships and enjoy a quality of life, which is demonstrated in Client experience satisfaction ratings.
- Ensures medication plans, distribution and administration is carried out according to Able Australia's policy & 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, behavioral plans and Ticket incident and feedback reports.

#### People Leadership

- Proactively collaborates with Able Australia's 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 team members (including 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 behaviors which reflect Able Australia values, including promoting diversity, equality and inclusion and addressing inappropriate behaviors of others (such as discrimination, bullying, harassment and conflict) as they arise and with a view to positive resolution in consultation with Area Manager
- Leads team member learning and development, and ensure they are trained in all relevant and mandatory areas
- Effectively manages team member absences (including leave approvals) and provides related reports

### ***Business & Financial Management***

- Follows direction from management regarding operational plans, training and meetings
- Maintains quality assurance, risk management, compliance and complies with and champions Able Australia's policies and procedures,
- Ensures Behaviour Support Plans (BSPs), Restrictive Intervention Database System (RIDS) and all administrative tasks are completed accurately and on time
- Ensures legally compliant collection, use, storage and dissemination of personal and business information
- Assists in processing timely and accurate payroll through Carelink
- Responds to incidents and feedback in a timely manner, in accordance with organisational and regulative requirements

### ***Risk & Workplace Health & Safety***

- Creates a healthy and safe workplace for all by maintaining a site health and safety improvement plan in collaboration with team members, including identifying hazards and risks, setting safety observation targets, and reporting of all incidents at site
- Conducts all emergency management procedures including evacuation practice (monthly) and fire checks (weekly)

### ***Quality, Continuous improvement & Risk management***

- Ensures Behavior Support Plans (BSPs), Restrictive Intervention Database System (RIDS) and all administrative tasks are completed accurately and on time.
- All systems are kept up to date and are accurate in line with Able Australia policies and procedures.
- Be proactive in risk identification, notification and management of staff.
- Comply with Able Australia's policies and procedures
- Participate in quality improvement activities and engage in these activities
- Day to day practice demonstrates support for and compliance with organisation policies, procedures and relevant work instructions.
- Actively contribute towards ongoing quality improvement to enhance practice and consumer satisfaction.
- Participates fully in quality and continuous improvement activities and initiatives across the organisation.
- Promotes a culture of continuous improvement as an integral part of core practice.
- Supports and participates in relevant internal and external certification and auditing programmes.
- Seeks opportunities for improvement within own work practices and makes appropriate suggestions for organisational improvements using the Continuous Improvement System

## **Essential Skills**

### ***Technical, Business & Human Skills***

- **Relationships** – expert in developing great working relationships, gaining trust and respect
- **Communication** – well-developed verbal and written communication skills
- **Goal oriented/solution centric** – driven and solution centric, willing to learn
- **Organisation** – well planned, professional and organized
- **Time Management** – efficient, timely and able to balance multiple tasks
- **Leadership** – experience in managing a team professionally and positively
- **Person-centred application** – recognise, respect and respond to the rights of people we support
- **Financial literacy** – Able to understand and manage financial budgets

## Essential Personal Attributes

- **Attitudes** – positive attitude; understands disability issues (e.g. Client rights, independence, QOL, etc.)
- **Person-centred** - Recognise, respect and respond to the rights, interests and requests of people we support.
- **Self-management** - take responsibility for your own behavior and well-being
- **Collaborative team player** - works well with others, by doing what is needed to strive for a common goal
- **Respect** – workers & Clients
- **Personal judgement and flexibility** – Demonstrate you possess these inherent characteristics

## Qualifications

**Supervision experience** – minimum of 3 years' experience

**Computer literacy** – advanced MS Office, iPads and other systems (e.g. Carelink)

**Diversity experience** – experience supporting people with disability, including diverse and indigenous backgrounds. Experience in aged, Special Ed and health background would also be well regarded

**Accreditations and technicalities** – Advanced Diploma in Disability, Certificate IV in Disability or similar; First Aid (Level 2); Medication Administration qualification; Auslan desirable although not required for all services.

**Motor Vehicle** – Must have access to vehicle and an Australian driver's licence

### Essential screening criteria

- National Police check (NPC)
- Current full Australian Drivers Licence
- Disability Worker Exclusion Scheme (DWES) (Vic only)
- Right to work in Australia

### 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 areas (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.*

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

Signature: \_\_\_\_\_ Date: \_\_\_\_\_