

POSITION DESCRIPTION

Team Leader

ABOUT UNITING

Our purpose: To inspire people, enliven communities and confront injustice.

Our values: As an organisation we are **Imaginative, Respectful, Compassionate** and **Bold**.

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

ABOUT THE ROLE

Role Purpose

The NDIS Partners in the Community Program for Local Area Coordination (LAC) Services works in partnership with the National Disability Insurance Agency (NDIA) to assist people with disability, their families and carers to achieve tangible outcomes, exercise choice and control and engage with the National Disability Insurance Schemes (NDIS).

LAC Services supports eligible people at all stages of the participant pathway. Local Area Coordinators assist participants to be linked with the NDIS, gather information for the development of their first plan, help to build their capacity to implement plans and assist with plan reviews.

Your role as Team Leader is to inspire and motivate your team of Local Area Coordinators to provide timely, quality and innovative services consistent with performance expectations and in an ever changing environment. You will support the Service Area Manager in delivering the outcomes and meeting the requirements contained in the NDIA contractual agreement along with the Uniting and LAC Services strategic and operational plans.

You will work with your team to deliver ILC activities in a manner that is consistent with, and will contribute to, the achievement of the ILC Policy Framework, support the team's engagement with communities and Mainstream Services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability.

ROLE KEY ACCOUNTABILITIES

You will be an integral member of the LAC Service Area Leadership team through the following:

- Provide consistent and visible leadership in WH&S behaviours and actions within the team and department, and ensure there is a safe working environment and that staff are properly trained to be able to work in a safe manner.
- Work closely with the Service Area Manager to translate business and strategic objectives into targets, tactical plans and action steps which team members can effectively implement.
- Take responsibility for ensuring that team members have the necessary resources and capability to deliver high quality work. Regularly assess team member performance, set objectives and establish active development plans.
- Understand industry trends and commercial implications, and demonstrate knowledge of the impact department advice has on the other Directorates in Uniting.
- Contribute to the development and evaluation of changes and improvements to the services provide by the department/team and ensure that changes support the viability of Uniting.
- Confidently establish and maintain a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.
- Complete mandatory training for the position as designated by Uniting and the NDIA, and continue ongoing professional development. Keep up to date with Uniting and NDIA changes.
- Deliver key performance indicators as agreed upon by Uniting and the NDIA

As the Team Leader your role specifically will:

Sector and Organisation Purpose and Values

- Demonstrate a deep knowledge and application of human rights based approaches in the disability sector.
- Demonstrate a deep knowledge and application of the Uniting vision, values, strategic and business plans and the service offerings of Uniting
- Demonstrate alignment with NDIA Purpose and Values

Service Delivery

- Deliver services in line with Uniting culture that promotes a person centred approach and outcomes, reflecting the right of people with a disability to exercise choice and control over all aspects of their lives
- Have a thorough understanding of the NDIS participant pathway, including a sound understand of the ILC Policy Framework
- Support the Service Area Manager to implement the Uniting and LAC Services strategic and operational plans
- Ensure staff are providing quality customer service to participants at each stage of the participant pathway
- Manage confidential and sensitive information
- Undertake other duties as requested by the Service Area Manager with the general nature and responsibilities of the position.

Leadership/Teamwork

- Be an active member of Uniting and the Service Area Leadership team, adhering to organisational expectations outlined in Uniting policies and procedures and contributing positively to the team's plans, goals, work environment and culture
- Lead and manage a mobile team and ensure they are constantly engaged and connected with each other through a range of communication and leadership styles
- Work as an effective leader including setting objectives, managing performance, and coaching and developing team members
- Provide operational and procedural direction and advice to the Local Area Coordinators (LACs) to ensure they are meeting the service delivery outcomes as agreed by NDIA and Uniting
- Manage resources effectively within the team to ensure quality service is delivered safely, efficiently and in line with Uniting policies and procedures (e.g. leave, vehicle use, working safely in the community)
- Lead others in engaging with change constructively

Reporting, Standards and Continuous Improvement

- Understand the impact on work practices of Uniting policies and procedures, including Code of Conduct and Safety policies and procedures as well as relevant government legislation and standards
- Assist with monitoring and reporting against the NDIA contractual agreement
- Lead your team to provide services that address customer needs and that are in alignment with Disability Standards and support quality and safeguarding frameworks including the LAC Quality Management Framework
- Ensure complaints and incidents are addressed promptly, escalated if required and resolved
- All complaints, incidents and feedback captured accurately in the appropriate Uniting and NDIS IT Business system, and all corrective actions arising from these and other continuous improvement opportunities are applied
- Assist with monitoring and reporting against the NDIA contractual agreement
- Analyse customer feedback to feed into the continuous improvement process and ensure LAC Quality Objectives are being met
- Gather and report on evidence from participant surveys to identify trends that inform new and existing service delivery strategies
- Ensure adherence to reporting, documentation and business administration requirements.

Stakeholder Relationships

- Contribute to positive relationships with relevant stakeholders (e.g. local council or health and education professionals), building a network of people as required to assist in meeting the requirements of LAC Services as detailed in the NDIA contractual agreement
- Maintain a professional relationship with the NDIA to successfully and innovatively deliver performance indicators as agreed upon NDIA and Uniting
- Professionally represent Uniting when dealing with all stakeholders
- Provide advice and information to the NDIA on emerging risks and issues that impact the delivery of LAC services and options to address them

Innovation and Co-design

- Demonstrate commitment to best practice approaches
- In conjunction with people with disability, local communities and the LAC Leadership team, implement effective strategies that are responsive to the people we support and provide opportunities for participation and feedback that informs delivery of initiatives.
- Ensure resourcefulness and creativity are enabled across the team to allow for innovative solutions to better assist customers and the community in meeting their needs.
- Apply critical thinking to consider the workability of different ideas and apply the appropriate problem solving and decision making tools
- Lead your team to ensure that lessons learnt, feedback and review are included in the continuous improvement of work practices

Communication

- Use effective communication, negotiation, relationship building and interpersonal skills to carry out service delivery activities within LAC Services
- Use a range of communication and influencing techniques to effectively handle complex, sensitive matters involving a range of people including staff, customers and community stakeholders including the handling of complaints
- Follow the LAC Stakeholder and Engagement Communication Matrix in relation to key internal and external stakeholders and interested parties
- Enter data and record information accurately on the NDIA IT Business System and Uniting systems

ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity. You are committed to respecting children and taking action to keep them safe.

Your directorate: Mission, Communities and Social Impact
You'll report to: Service Area Manager

To be successful in this role, you must fill the below **mandatory requirements**:

- Working with Children Check clearance
- National and State Criminal History Check clearance
- Have a valid driver's license
- Be able to work flexibly to potentially include after-hours and weekends
- Be able to travel within and between Uniting LAC Service Areas as required

YOUR KEY CAPABILITIES

People Leadership

- **Delivers performance through others** - Clearly delegates and assigns responsibility, evaluating performance along the way.

- **Creates and builds the capability of our people** - Enriches Uniting's overall capability through selection, feedback & the development of excellent people
- **Builds diverse, highly engaged teams** - Builds effective teams with the morale and capability to cope with change effectively.

Business Leadership

- **Demonstrates Business Acumen & Delivers Results** - Understands Uniting's business, market and competitors and drives to deliver ever improving results.
- **Develops and Grows the Business** - Understands the changing market landscape and positions Uniting for growth.
- **Reaches Commercial Decisions** - Makes effective commercial decisions with the information, time and resources available

YOUR QUALIFICATIONS & EXPERIENCE

Qualifications:

No formal qualification are required for this role.

Experience:

A minimum of two years' experience supervising a team.

A minimum of 12 months' work experience in the community services sector and/or lived experience of disability.

You will have excellent written and verbal communication skills, be organised, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will possess good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required. You will demonstrate self-leadership and utilise your excellent time management skills to meet deadlines.

Even better:

- Qualifications in the community services sector e.g. disability, allied health, social work and community development

Employee Name:	Insert employee name	Managers Name:	Insert manager's name
		Title	Insert manager's title
Date:	Insert date	Date:	Insert date
Signature:		Signature:	