





## POSITION DESCRIPTION

Position Title Team Leader			
<b>Position Purpose</b> Scope (Aust.) is a well-established yet contemporary organisation that provides support services to people with a disability with respect, courtesy and dignity. The Team Leader position provides both direct support to people with a disability and additional support to the site Service Coordinator through supervisory and administrative support.			
<b>Division:</b>	West / South Division	<b>Reports to</b>	Site Service Coordinator
		<b>Direct Reports::</b>	None
<b>Internal Relationships:</b>	Coordinator, Disability Support Workers; Scope Customers	<b>External Relationships</b>	Family members Service providers
<b>Delegation of Authority</b>	6	<b>Category</b>	Team Leader - Direct Support Worker
<b>Employment Contract</b>	Part Time position	<b>Award</b>	Scope Enterprise Agreement 2019

Key Function	Key Accountabilities, Responsibilities & Deliverables
<b>Scope's Mission</b>	Scope's mission is to enable each person we support to live as an empowered and equal citizen.
<b>Scope's Vision</b>	Scope will inspire and lead change to deliver best practice. We will: <ul style="list-style-type: none"> <li>• Support and listen to each person and their family.</li> <li>• Provide leadership to influence strategy and policy.</li> <li>• Deliver person driven, flexible &amp; responsive services to build a sustainable future.</li> <li>• Build on our foundation for success through our expertise in service delivery, workforce development, quality improvement and research.</li> </ul> We will deliver better outcomes.
<b>Scope Approach</b>	<div>     </div> <div> <b>see the person do it together</b> <b>do it right</b> <b>do it better</b> </div> <div> <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>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>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>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>

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<b>Service Provision</b>	<p>Provide high quality, professional and individualised support to Scope customers. In addition to this, provide support to the site Service Coordinator in the development and implementation of service aims, supervision of Disability Support Staff and administration of financial and other records.</p> <p><b><u>Respect &amp; Relationships</u></b> Respect and develop professional relationships with the Service Coordinator, Scope customers, Scope employees and other related services/people, using appropriate terminology and creating a safe and comfortable environment.</p> <p><b><u>Physical Assistance</u></b> Provide a high level of physical assistance to our customers including all aspects of manual handling, lifting, bending, and stretching and physical transfer of customers.</p> <p><b><u>Personal Care</u></b> Provide assistance with toileting, showering, meal assistance, medication, grooming, dressing, household chores and other tasks as required.</p> <p><b><u>Daily Support</u></b> Assist with the daily planning, advocacy, communication and transport as required by the service or the people we support in both the customers home or within the community. Assist customers to access and purchase items with their own money in accordance with Scope policy.</p> <p><b><u>Administration</u></b> Read and update communication diaries and customer files as required. Complete all administrative tasks required to ensure compliance with Scope's procedures. Record customer attendance and complete timesheets. Deliver and document outcomes as per the NDIS plan/Support Plan, and Service Agreement between participants and Scope.</p> <p><b><u>On call</u></b> Provide a first response after-hours emergency support to staff only when the Service Coordinator is on leave or unavailable. To report and seek advice for all such events from an on-call line manager and to report the same at the earliest convenience to the site Service Coordinator.</p>
<b>Growth &amp; Representing Scope</b>	<ul style="list-style-type: none"> <li>• Develop and maintain positive communication links with other service providers and support to individual customers.</li> <li>• Assist if required to provide communication support in order for the customer to interact with others.</li> <li>• Maintain positive and welcoming relationships with family, friends and other services providers of Scope customers.</li> <li>• Communicate verbally or in writing, any observations that may affect customer activities and the running of the service.</li> </ul>
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Empower colleagues by providing coaching, mentoring and development opportunities. Provide clear vision, strategies, direction and support staff at the site whilst working in a way that is central to the values and culture of Scope.</li> <li>• Develop and supervise a team of staff effectively using a range of human resources skills and techniques</li> <li>• Seek guidance and feedback from the site Service Coordinator on the Team Leader role, responsibilities and duties as needed.</li> </ul>
<b>Administrative Support</b>	<ul style="list-style-type: none"> <li>• Maintain financial and administrative records, providing this information as required.</li> </ul>

## POSITION DESCRIPTION

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<b>Team Work</b>	<ul style="list-style-type: none"> <li>• Contribute to maintaining an effective team.</li> <li>• Attend and participate in meetings, reviews and committees as required.</li> <li>• Provide positive guidance and feedback to others for work performed including co-workers, volunteers and students.</li> <li>• Perform Team Leader duties and responsibilities at the direction of the Service Coordinator.</li> </ul>
<b>Workplace Health &amp; Safety</b>	<ul style="list-style-type: none"> <li>• Ensure that Scope complies with its legal requirements and strives for best practise in the provision of a safe workplace for all.</li> <li>• Ensure a safe, clean, tidy and hygienic work environment in accordance to OH&amp;S requirements and ensure all entries and exits are clear from obstructions.</li> <li>• Demonstrate and participate in evacuation procedures.</li> <li>• Participate in risk assessments and maintenance of areas and report safety concerns to the Service Coordinator or OH&amp;S Representative.</li> <li>• Report all incidents, near misses, equipment repair requirements and illnesses to the site Service Coordinator.</li> <li>• Identify and address and OH&amp;S issues that arise whilst supporting customers in the community.</li> <li>• Adhere to Scope's Restrain and Seclusion Procedure.</li> <li>• Ensure all Disability Support Workers at the site work within a way that adheres to Scope's Policies and Procedures.</li> <li>• Supervise and provide practical advice and assistance to colleagues in order to ensure all workers provide a safe and healthy environment for themselves, the people we support and the greater community.</li> </ul>
<b>SELECTION CRITERIA</b>	
<b>Position Title</b>	
<b>Qualifications &amp; Knowledge/Experience</b>	<p><b>Essential:</b></p> <p>Current Level 1 First Aid Certificate and CPR Competency using computers and basic Microsoft programs. Ability to quickly understand and use computer based data collection programs (with appropriate training) Full drivers licence</p> <p><b>Desirable: (but not essential)</b></p> <p>Certificate IV in Disabilities or equivalent</p> <p><b>Scope Provided:</b></p> <p>3 day Pre-Employment Program Training – pass in all modules required. 2 day Shadow Shifts – must be identified as competent 1 day Co-ordinator Training Program</p>
<b>Technical Competencies</b>	<ul style="list-style-type: none"> <li>• Ability to perform all physical aspects of the role without causing injury to themselves or others.</li> <li>• Ability to communicate effectively with others and actively participate in building an inclusive environment for all.</li> </ul>

## POSITION DESCRIPTION

	<ul style="list-style-type: none"> <li>• The ability to problem solve.</li> <li>• Demonstrate a good level of organisation, planning and time management skills.</li> <li>• Manage and control resources to meet demands and changing priorities, ensuring financial viability.</li> <li>• Develop viable plans and organise staff and other resources to deliver objectives within timeframes.</li> </ul>
<b>Behavioural Competencies</b>	<ul style="list-style-type: none"> <li>• A genuine interest in the well-being and inclusion of people with disabilities.</li> <li>• Demonstrate a high level of commitment, responsibility, respect and understanding of Scope customers, their families and/or their nominated representatives.</li> <li>• Work effectively in a team and within a leadership role</li> <li>• Communicate effectively and have well developed conflict resolution skills</li> <li>• Show continued enthusiasm for improving Scope services through effective customer service.</li> <li>• Ability to provide support, development and assistance to colleagues and new staff.</li> <li>• Identify problems; seek to understand their underlying causes with the ability to act quickly and decisively to resolve them appropriate to their role as Team Leader.</li> </ul>
<b>Licenses &amp; Accreditations</b>	<ul style="list-style-type: none"> <li>• Cleared Police Check for disability within the last twelve months</li> <li>• Working with Children's Check (required for all direct support roles)</li> <li>• Cleared check against the Department of Human Services operated Disability Worker Exclusion Scheme</li> <li>• Must satisfy all visa requirements for working in Australia.</li> <li>• Full Driver's license (required for all roles where there is a requirement to travel to deliver services).</li> </ul>

### Authorisation:

This Position Description has been reviewed and approved by the General Manager (Insert divisional name) and is effective from 1<sup>st</sup> March 2019.

People & Culture Authorisation

Job Evaluation Completed: \_\_\_\_\_ Position Created: \_\_\_\_\_

Organisation Hierarchy Amended: \_\_\_\_\_