

## POSITION DESCRIPTION

### Senior Support Leader, Disability Services

Division:	Disability Services
Department:	General
Job Profile:	DSD LEVEL 3
Banding or Award:	Social Community Home Care and Disability Services Industry Award 2010
Reports To:	Practice Manager, Disability Services

## About Us

For 40 years Ability Options has been helping people live life to the fullest. Our services have grown significantly in recent years and as we move into the next decade, our Vision remains as important as ever, keeping customers at our heart, offering more choices of high-quality services, and continuing to grow with our Mission of inclusion for vulnerable people. We provide Disability and Employment services at 94 sites across the East Coast of NSW.

Through personalised and responsive support, we help individuals achieve their goals, build their self-esteem and independence. We pride ourselves in:

- assisting people to live in their own homes
- providing meaningful opportunities for inclusion in the local community
- offering work experience and employment opportunities
- connecting them to National Disability Insurance Scheme (NDIS) services

Our next ten years will be marked by sustainable growth achieved by empowering our customers, supporting our people as our greatest asset, innovating, building on our strengths and working with partners who share our values of Trust, Inclusion, Respect, Courage, and Leadership.

## Our Values



### INCLUSION

We **embrace**, **encourage** and support **diversity** in everything we do.



### LEADERSHIP

We are a sector and service leader by **innovating**, **improving**, and **partnering** with others.



### COURAGE

We **act** on our **values** ensuring they are central to everything we do.



### RESPECT

We treat our participants, their families, communities, partners and each other with **dignity**, **appreciation**, and **recognition**.



### TRUST

We deliver on our promises, encourage feedback and work with **honesty** and **openness**.

## Purpose

Working to Ability Options vision, mission and values the Senior Support Leader (SSL):

- Coordinates the day-to-day operations, under the direction of the Practice Manager, of the allocated service/s to provide a participant experience which enables their desired outcomes to be met
- Monitors and reports to the Practice Manager on service delivery for the allocated service/s to ensure that participant and employee needs are being met in a way that is engaging, high quality, safe and effective and opportunities to improve are identified and acted on
- Ensures that participants, their families, friends and guardians are supported to meet their goals
- Communicates well, listens carefully, acts on feedback, advocates and promotes voice
- Supports the Practice Manager to deliver to Ability Options policies, processes, compliance requirements, budgets, plans, strategies and KPIs
- Coordinates effective and sustainable rostering practices under the direction of the Practice Manager
- Role models best practice supports at all times and in the absence of the Practice Manager
- The Senior Support Leader will work with and under the supervision of the Practice Manager, to provide 'hands on' support, coaching and development opportunities for the Support Worker team, to:
  - Build staff competence, capability and engagement.
  - Develop a collaborative work culture with an emphasis on learning and working towards a common goal.
  - Support best practice, person-centred service provision and inclusion in community.
  - Encourage the participant's independence and true choice in all areas of their lives.

Key performance indicators are agreed every year between the Senior Support Leader and Practice Manager and are developed to facilitate the realisation of the Ability Options' strategic / operational objectives.

## Key Accountabilities

The Senior Support Leader (SSL) position is predominantly a leadership support role. It is a hybrid role, consisting of 50% on roster and 50% off roster duties. The role is positioned to support the Practice Manager with the implementation of high quality and efficient services.

### Critical Tasks

- Coordinate safe and high-quality delivery of services requested by each participant, and as directed by the Practice Manager and/or Senior Manager.
- Ensure service standards, values, and human rights are maintained at all times
- Know and operate to policies, processes and required standards
- Coordinate and maintain resources through effective and sustainable shift replacement/ rostering practices.
- Provide person-centred Human Rights focused services, supports and programs that are aligned with the participant's desired outcomes and funding scheme/s.

To monitor and respond to the WHS needs of employees, including creating a safe and positive workplace culture. To ensure all risks, incidents, allegations, and complaints are documented and reported through Ability Options systems and escalated to the Practice Manager and/or Senior Manager as required.

Provide best practice Disability Services and meet and/or exceed the participant's goals / aspirations. To ensure the development and implementation of customer support plans, while maintaining that weConnect is fully up to date with all required plans and assessments. To ensure all required customer planning and administrative tasks are completed in a timely manner.

To liaise with participants, families, guardians, health providers as required regarding goals, care, practice, concerns or issues. Including the coordination and implementation of regular meetings with customers.

To support recruitment practices under the direction of the Practice Manager and/ or Senior Manager.

To monitor and respond to the training and development needs of Support Workers, while working under the direction of the Practice Manager. To assist the Practice Manager in identifying the support, mentoring and supervision needs of Support Workers who report to the Practice Manager.

### **Application of Organisation / Sector Knowledge**

- Maintains a working knowledge of Ability Options' operational objectives and understands the contribution of the Senior Support Leader role to the success of these objectives.
- Maintains a working knowledge of Ability Options' systems, policies, processes, procedures and service offerings.
- Maintains a working knowledge of the NDIS, relevant funding streams and service standards.
- Models/applies a best practice, person-centred approach to the care and support provided to all participants.

### **Planning / Operational Management**

- Work with and under the supervision of the Practice Manager (as required) to:
  - Prioritise the daily workload of the team to maximize resources and achieve optimal outcomes.
  - Provide each team member with clear tasks and performance standards, and hold the team accountable to the standards and expectations of their role. Report any concerns to the Practice Manager.
  - Ensure a person-centred approach is utilised to identify the participants' goals and aspirations; then incorporate these into the relevant plans, service offerings, individual supports or group programs (as appropriate).
  - Ensure required actions relating to operational concerns are implemented to support resolution in a timely and constructive manner; escalate if required.
  - Ensure action plans developed relating to unacceptable behaviours are implemented to support resolution in a timely, consistent and constructive manner
- Work in partnership with the Support Worker team, providing them with 'hands on' support, supervision, coaching and career progression opportunities.

### **Planning**

- Support the Practice Manager in all administrative tasks as directed.
- Attend/participate in monthly 'rostered' team meetings.
- Attend weekly formal meetings with the Practice Manager to review team performance, participant experience and action plans:
- Commit to personal continuous learning to build competence and capability to excel in the Senior Support Leader role.

### **Teamwork / Leadership and Culture**

- Work with the Practice Manager as required to:
  - Ensure required actions relating to operational concerns are implemented to support resolution in a timely and constructive manner; escalate if required.
  - Ensure all team members are held accountable to the standards and expectations of their role.
  - Ensure action plans developed relating to unacceptable behaviours are implemented to support resolution in a timely, consistent and constructive manner
  - Advise the Practice Manager of significant matters in a timely and comprehensive manner.
  - Encourage all employees to 'live' the organisational values.
  - Build trust through role modelling the desired behaviours, encouraging and being open to feedback/ideas, demonstrating consistency in 'practice' and decision-making (e.g. adhering to policy, procedure and systems) and being reliable (do what you say you are going to do).
  - Seek opportunities to connect staff and solve shared concerns to create buy-in and encourage ownership of outcomes.
  - Set attainable goals to build morale.
  - Promote and model the sharing of knowledge and information with team members
  - Work routinely 50% rostered shifts including weekends as required and agreed by the Practice Manager.

### **Communication**

- Ensure conversations relating to poor performance are completed in a timely, consistent and constructive manner. Seek advice from the Practice Manager and/or Senior Manager for more complex matters.
- Ensure all communications are clear and relevant action is taken.
- Facilitate communication between co-workers and/or participants / families to resolve issues and

concerns.

- Be responsive to stakeholders to ensure transparent and high-quality service provision.
- Adapt communication styles to meet individual needs.
- Maintain confidentiality and respect diversity and be sensitive to participants' needs / interests / cultural values.
- Build and use active listening skills to engage the communication partner and gain greater clarity of messaging. Active listening is critical to the implementation of person-centred services and true choice / control in all areas of the participant's life.

#### **Service Excellence**

- Recognise and celebrate positive performance.
- Have a strong understanding of the support needs of each participant and monitor the support provision provided to ensure their needs are being met.
- Bring together stakeholders with differing skills/abilities to work collaboratively with the participant and explore their complex/diverse needs, to enable the delivery of person centred services that meets the participant's goals/aspirations.
- Ensure participants and their families / carers are appropriately supported in the areas of lifelong learning, participation in employment and community inclusion.
- Ensure the team proactively engages participants/offers services in line with participant goals and desired outcomes including documenting progress towards goals
- Work closely with each Support Worker enabling a clear understanding of their strengths and areas for improvement, highlighting these as goals
- Provide constructive feedback to support the formal performance and development process for each Support Worker.
- Support people to connect with community and maintain/enhance meaningful relationships.
- Encourage the team to 'self audit' their own work and/or check their colleagues work.
- Work with participants to increase participation and inclusion, based on their individual goals and choices.

#### **Quality - Continuous Improvement**

- Drive continuous operational improvement via 'hands on' support, supervision and coaching.
- Use constructive feedback as a tool to improve business practice and build stakeholder relationships in collaboration with the Practice Manager.
- Ensure that staff are accurately reporting incidents according to Ability Options processes and procedures
- Contribute to continuous improvement actions in consultation with the Team Leader
- Participate in monthly meetings with participants, seeking feedback relating to the supports and services they receive (Accommodation Services). Support the team to implement these actions

#### **Financial Sustainability / Value for Money**

- Coordinate operational roster vacancies to ensure adequate support provision that aligns to budget.
- Work with and under the supervision of the Practice Manager to proactively reduce operational expenses.
- Accurately enter all financial information into Ability Options systems, as directed.

#### **Risk Management / Compliance / WHS**

- Model and implement safe work practices and comply with current Work Health and Safety legislation and responsibilities,
- Ensure all activities consider and promote the physical / psychological safety of workers and stakeholders,
- Ensure all operations are risk assessed, ensuring that any significant risks are identified are escalated to the Practice Manager
- Contribute to the development and implementation of all risk management plans, including individual risk profiles.
- Monitor and address work, health and safety risks for participants, staff and visitors; escalate as appropriate.

## Position Dimensions

Freedom to Act is subject to Delegation Policy, relevant legislation, regulations, Ability Options' policy and procedures, and in conjunction with CEO directives.

Exercise judgement and initiative.

Financial delegations as per Ability Options' policy and within agreed budgets.

## Key Relationships

- |                         |                                   |  |
|-------------------------|-----------------------------------|--|
| • Support Worker        | • Non-government Agencies         | • Other Senior Support Leaders   |
| • Practice Manager      | • Senior Leadership Team          | • Government Agencies  |
| • Supported Person      | • Senior Manager                  | • Service Providers  |
| • Shared Services       | • Parents, families and guardians | • Relevant Government Agencies including Public Guardian and NSW Trustee |
| • Labour Resources Team | • Community-based organisations   |  |
|                         | • Intake Team                     |  |

## ESSENTIAL CRITERIA

- Minimum of two years' experience in the sector or related sector, and/or relevant life experience.
- Ability to work with other team members in a positive / proactive manner to facilitate service excellence and exceed expectations.
- Ability to set outcomes and exercise initiative in the application of established work procedures.
- Knowledge of duty of care versus dignity of risk.
- Problem solving skills.
- Current Driver License- Minimum P2.
- Current First Aid Certificate.
- A satisfactory NDIS Worker Screening Check.
- Completion of the NDIS Worker Orientation Module.
- Working with Children Check (for identified roles).

### Personal Attributes:

- Adaptable and resilient to respond to changing business needs, conditions and work responsibilities that achieve successful outcomes.
- Outcomes focussed, deliver results and take personal responsibility for the quality and achievement of outcomes.
- Effective communication (written / verbal) and be able to convey and adjust ideas / messages in an appropriate manner.
- Highly customer focussed and able to collaboratively build / maintain relationships with internal and external stakeholders.
- Highly organised and self-motivated, with the ability to effectively manage multiple tasks, priorities and business needs that achieve quality results.
- Actively attempts to influence events to achieve goals. A self-starter who takes charge where required.
- Logically integrates various ideas and information to form effective goals, objectives, timelines, action plans and solutions. Organises resources effectively / efficiently.
- Participates actively and positively within the team to which the role belongs. Listens to other views and contributes ideas / suggestions. Works cohesively with other team members.

## DESIRABLE CRITERIA

- Minimum of one year experience in the disability sector.
- Understanding the values and philosophies that underpin a person-centred approach.
- Knowledge of legislation and regulation covering the delivery of services, including the Disability Inclusion Act 2014, the NDIS Code of Conduct and the National Service Standards.
- Certificate 3 or 4 in Disability or Frontline Leadership.
- Mental Health First Aid.

## SIGN OFF

Employee Name:

Signature:

Manager Name:

Signature:

Date:

## VERSION CONTROL

PD DEVELOPED BY:

Disability Leadership Team and Executive

PD APPROVED BY:

CEO

REVIEWED BY HR:

20 January 2023

PD EFFECTIVE DATE:

20 January 2023