

Position Title:	Team Leader – Early Childhood Services
Division:	Early Childhood Services
Reporting To:	Service Manager
Direct Reports:	Early Childhood Coordinators

ABOUT NORTHCOTT:

Who is Northcott?

Northcott is a not-for-profit disability service provider that works with customers to realise their potential.

As one of Australia's largest not-for-profit disability service organisations, we provide services from metropolitan and regional locations throughout NSW, QLD, and the ACT. We have more than 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,600 staff and provide empowering, personalised services to over 13,500 people with disability, their families and carers each year.

What do we do?

Northcott provides personalised and dynamic support, delivered by a committed team who will optimise and maximise support and services for every customer.

Our experience and expertise gives confidence to our customers they are in good, trustworthy hands, while our commitment to innovation and pushing boundaries allows us to tackle any challenge currently creating barriers for our customers to reach their potential.

What is our promise to each customer?

We will work creatively and relentlessly with each customer to unlock, discover and unleash their potential, supporting and empowering them to be the best they can be now and in the future.

Our customers are not numbers; they are unique individuals. We personalise our services to each customer's current and future needs and goals, every single one, to ensure their development and growth.

As advocates for our customer's inclusion, we will empower them with confidence, choice and opportunity so they can live their life, as they choose, in their own way.

Our Values

Our values have always been a significant part of our service to customers and they have helped shape Northcott into the wonderful organisation it is today. We are Innovative because we develop new ideas and solutions with creativity in anticipation of changing needs. We are Respectful because we believe that everyone's voice is unique and that they have the right to be heard. We are Brave because we have the courage to stand up for people with all abilities even in the face of adversity.

Diversity and Inclusion

Northcott actively promotes diversity and inclusion. We are committed to providing a workplace where every person is valued, respected and supported to progress. Northcott ensures no one is disadvantaged on the basis of their Aboriginal and Torres Strait Islander identity, culture, LGBTIQ+ identity, disability, gender, age, religion or caring responsibilities. We recognise the important role language and cultural understanding play in connecting with and supporting our diverse communities.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

The NDIS Partners in the Community Program (PITC) supports the National Disability Insurance Scheme (NDIS) to be implemented at a local level.

As a NDIA partner, Northcott will deliver the NDIS Early Childhood Approach (ECA) to local communities in Northern NSW, Mid North Coast, Hunter New England, Northern Sydney, and Western Sydney. The approach supports the Early Childhood Early Intervention activities that will improve independence and social participation of children with disability, developmental delay or developmental concerns aged 0-8 years

KEY OBJECTIVE OF THE POSITION:

Lead and support a team of early childhood coordinators working with children with disability, developmental delay or developmental concerns and their families, to identify and coordinate appropriate supports aimed at enhancing independence, social participation and overall quality of life. Engage with local communities to build networks and pathways that promote inclusive opportunities for all children and their families.

Providing leadership and guidance to the Early Childhood Team in delivering Northcott's Early Childhood Services strategic objectives.

Support Service Manager to deliver regional operational and strategic goals consistent with the key deliverables and performance measures in the PITC Statement of Requirements and Grant Agreement.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability to lead and inspire a team of staff to deliver high quality and efficient services.
- Ability to guide, direct and manage staff performance.
- A strong understanding of typical childhood development and the impact of disability and developmental delay on a child and their family.
- Strong communication and interpersonal skills.
- Excellent verbal and written communication skills including documentation and report writing.
- High level organisational, efficiency and time management skills
- Knowledge of the Disability Services Act and the Disability Service Standards.
- Knowledge of the NSW Child Protection (Working with Children) Act 2012 and other child protection legislation and the principles of 'Keep Them Safe'.

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Tertiary qualifications in Social Sciences, Early Childhood Education, Allied Health Professions or other relevant professional field.

Position Description

- Experience providing supervision and support to frontline professionals with intensive and complex caseloads.
- Minimum 2 years experience working with children with a disability and their families.
- Experience in connecting and building working relationships with local community and mainstream services.
- Demonstrated experience in working and negotiating with government departments.
- Demonstrated experience supporting and implementing early childhood intervention strategies with families using a capacity building approach.
- Valid NDIS Worker Screening Check (or willingness to obtain)
- Valid NSW Working with Children Check or Blue Card (or willingness to obtain)
- Valid Drivers' License. (Please note reasonable adjustments will be made where applicable).

DELEGATION LEVEL

- Level 5

CORE COMPETENCIES OF THE ROLE

Leadership

- Demonstrates a commitment to the vision and values of Northcott and the NDIA early childhood approach.
- Prioritises duties / responsibilities in a manner consistent with EC program performance measures and outcomes.
- Drives continuous improvement toward meeting performance measures in the early childhood program.
- Models willingness to reflect, learn and grow in their professional context.
- Serves as a positive role model and provider of exceptional customer service.
- Manages time effectively to meet supervisory responsibilities and as well as customer work

Relationship Building

- Builds and maintains a strong relationship with Northcott management to enable clear communication pathways.
- Builds and sustain relationships with external service providers and mainstream supports for the purpose of maximising opportunity for children and families.
- Collaborates with other government departments to determine the best support opportunities for children.
- Positively represents Northcott in all interactions in a professional manner and modelling the values of innovative, respectful and brave.

Customer Focus

- Responds to the needs of children and families in a timely and courteous manner.
- Examines requests and enquiries to identify and resolve their concerns.
- Ensures delivery of best practice in early childhood intervention.
- Maintains a focus for ensuring all children are connected to mainstream and community supports.
- Ensures all interactions and information are provided in a way that is respectful and ensures individual rights to confidentiality and upholds dignity in accordance with Northcott's policies.

- Embeds culturally safe practices in service delivery.

External Contact

- Develops key strategic relationships within local area.
- Maintains both a mainstream and disability support service network of contacts that can provide information, help and access to families.
- Collaborates with government & community departments

Team Work

- Fosters a supportive, dynamic and positive team.
- Recognises and values cultural diversity in team members and customers.
- Contributes to the team by providing advice within area of specialization whilst also seeking out support from other disciplines.
- Collaborates with peers to achieve organisational and NDIS performance measures.
- Provides regular advice & feedback to team members.
- Regards team members in a positive light.
- Values others' input and expertise and is willing to learn from others.
- Demonstrates commitment to ongoing professional development and its implementation in service delivery.

Innovation

- Actively nurtures a culture that values learning and collaboration.
- Recognizes and rewards innovative contributions from team members.
- Suggests new processes and/or improvements that align with our organizational values and purpose.

DUTIES

The typical duties of this position include:

1. Providing support & mentoring to EC Coordinators to effectively implement the strategies as above, appropriate to the family & child's needs and development.
2. Assess and review the child and families progress against originally defined goals in accordance with the NDIS Operational Guidelines and PITC EC Statement of Requirements
3. Implement strategies that work toward meeting the performance measures of the EC program outcomes in line with the PITC Statement of Requirements and Grant Agreement.
4. Acknowledge and resolve customer complaints at first point of contact where possible
5. Escalate high risk complaints to service manager where complaint cannot be resolved at a Team Leader level
6. Establish and maintain effective relationships with local and regional stakeholders, including Early Childhood Education settings, mainstream and community services providing information and support to children with disability and developmental delay
7. Mentor EC Coordinators to support families with complex support needs.
8. Adhere to and ensure coordinators meet the strict response timeframes as required in the PITC EC Statement of Requirements, Standard Operating procedures and Grant Agreement.
9. Be part of and lead a team that demonstrates a commitment to and actively work toward the performance measures of the EC program outcomes as stated in the PITC EC Statement of

Requirements.

10. Carry out administrative duties as required by Northcott including regular reporting against EC performance measures, monthly reports, funding reports and data collection to ensure contract compliance for the program.
11. Provides practice supervision and professional development to team members in relation to the delivery of the EC program
12. Leads team meetings and ensures that staff are provided with relevant information, resources and training.
13. In partnership with Management oversee the recruitment, appraisal and performance management of Coordinators.
14. Work within a strengths based, family centred approach that provides support families to build capacity, problem solve and resolve issues as identified.
15. Be aware of and sensitive to the needs of children, families and communities from Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse backgrounds.
16. Work within the framework of the Best Practice Guidelines in Early Intervention, NSW Disability Inclusion Act, National Disability Standards, Privacy Legislation, and other relevant legislation.
17. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics
18. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures
19. Assist in maintaining Northcott's premises, vehicles and equipment and discuss any issues with Manager.
20. Participate in Supervision and Team Meetings.
21. Other duties as negotiated.

This list is indicative only and is subject to change. All Northcott employees are required to comply with any reasonable work requests as directed by their employer from time to time.

NORTHCOTT POLICY AND PROCEDURES

All Northcott employees are expected to be familiar with and adhere to Northcott policies and procedures. For more information see your manager or refer to the policy and procedures available on the Northcott Intranet.

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.