

Position Description

Position Title:	Team Leader – Coordination of Supports
Division:	Operations, Support & Specialist Services
Reporting To:	Area Manager
Direct Reports:	Support 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 and the ACT. We have more than 85 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ close to 1000 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.

Northcott's diverse range of service offerings and strong community partnerships gives customers easy access to the supports they need or want through a single gateway from our many locations.

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.

KEY OBJECTIVE OF THE SERVICE/DEPARTMENT:

Northcotts' Coordination of Supports Services aim to support our customers to fully maximise the resources articulated in their NDIS plan. We aim to build capacity and resilience in our customers, whilst being responsive to additional needs that may arise from complex life circumstances.

KEY OBJECTIVE OF THE POSITION:

Position Description

To supervise and guide a team of staff in their roles to support customers in maximising their access to services within their allocated given annual budget. The Team Leader position will also maintain a small customer caseload.

PERSON SPECIFICATIONS (SKILLS & KNOWLEDGE)

- Ability to lead and inspire a team of staff to deliver high quality services
- Ability to guide, direct and manage staff performance
- Thorough understanding of organisational imperatives as they relate to the delivery of the Coordination of Supports services.
- Demonstrated financial management skills.
- Ability to exercise sound judgment and provision of timely advice to Management
- Thorough understanding of the issues facing people living with a disability within the Australian context;
- A strong enablement focus and thorough understanding of the strengths based methodology
- Well-developed problem solving skills and ability to respond in crisis situations
- Ability to build rapport quickly
- Excellent phone manner and ability to maintain rapport with customers over the phone or via telecommunications
- Ability to interpret NDIS plans and set SMART goals within the Support Coordination service offering
- Ability to work autonomously in an office or community environment
- Ability to stay calm under pressure
- In depth knowledge of the local service environment in which the customer lives, including funded and non-funded services
- Ability to remain objective and impartial when providing support and guidance
- Well-developed time management skills
- Proficient computer and administration skills
- Knowledge of the Disability Services Act & Standards
- Knowledge of the Child Protection Legislation and the principles of *Keep Them Safe*
- Knowledge of Strengths Based, Person Centred approaches

ESSENTIAL QUALIFICATIONS & EXPERIENCE REQUIRED

- Degree in social sciences, health or other relevant professional field or a diploma in Disability Services studies, Community Welfare or Case Management with at least two years of experience working with people living with a disability;
- Experience providing supervision and support to frontline professionals with intensive and complex caseloads
- Extensive experience working with people with a disability living within complex situations;
- Experience working with customers and their families in times of crisis
- Demonstrated experience in interpreting and implementing individual plans
- Demonstrated experience in providing support using an enablement and strengths based approach
- Experience working with people living with a disability who may require additional support with their communication or cultural needs
- Current Drivers' License

DELEGATION LEVEL

- Level 5

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

The Team Leader-Coordination of Supports works to guide and support a team of Support Coordinators, who will support customers in achieving their goals by providing:-

- accurate and useful information
- support to navigate opportunities and service offerings
- support with decision making
- emotional support
- Support with problem solving, particularly in times of crisis

External Contact

Primary customers/contacts will be:

- All levels of staff within Northcott
- Northcott clients
- External Service Providers and Government Agencies

Relationship Building

- Builds and maintains a strong relationship with Northcott management to enable clear communication pathways.
- Builds and sustains relationships with external service providers and mainstream supports for the purpose of maximising opportunity for customers.
- Collaborates with other Northcott services to achieve program and organisational goals.

Leadership

- Demonstrates a commitment to the Northcott vision and values
- Serves as a positive role model and provider of exceptional customer service.
- Drives continuous improvement within services and products delivered
- Suggests new processes or improvements.
- Generates workable solutions to problems.
- Generates original ideas.

Financial Impact

- Oversees the rostering and billing of customer services to ensure the financial viability of the organisation.
- Manages their customer work within the financial boundaries of each customers plan and their informed financial consent.

Time Impact

- Manages time effectively to meet supervisory responsibilities and as well as customer work
- Completes agreed activities within the hours allocated within the customers NDIS plan
- Prioritises duties / responsibilities in a manner consistent with customer goals.
- Ensures reporting data is captured and communicated in accordance with requirements set out in the NDIS plan.

Team Work

- Fosters a supportive, dynamic and inspiring team for staff to work within.
- Contributes to the team by providing advice within area of specialisation.
- Provides advice to team members when requested.
- Regards team members in a positive light.
- Values others' input and expertise and is willing to learn from others.

DUTIES

The typical duties of this position include:

1. Provide practice supervision and professional development to team members in relation to the delivery of the Coordination of Supports services.
2. Build capacity in staff to manage complex working environments including crisis interventions.
3. Work with a small case load of customers to provide support as articulated in the customers NDIS plan
4. Assist customers to connect to and engage with, informal and mainstream funded supports which will assist the customer to achieve their goals
5. Fully understand the environment in which the customer is living and be able to respond to and resolve crisis circumstances that impact on the customers' ability to achieve their goals
6. Build capacity in customers to maintain existing support relationships with the end goal being a reduction in the customers need for support connections.
7. Lead team meetings and ensure that staff are provided with relevant information, resources and training.
8. Provide guidance and feedback to Management to assist with the overall development and continuous improvement of the service
9. In partnership with management oversees the recruitment, appraisal and performance management of the Support Coordinators.
10. Oversee team reporting, rostering and billing work to meet organisational KPI's
11. Develop and maintain trusting relationships with customers to enable efficient and effective engagement in the delivery of customer plans.
12. Undertake a detailed "unpacking" of customer goals relating to the Support Coordination service.
13. In conjunction with customers develop and document SMART goals to better define and prioritise the broad goals, as set out in the Support Coordination line with the NDIS plan.
14. In conjunction with customers and relevant parties, clearly articulate and delegate responsibility for all activities required to meet each individual goal.
15. Work within an enablement and strengths based approach to implement the support required to achieve customer goals
16. Monitor, review and report customer outcomes against all SMART goals and as directed by the customers NDIS plan
17. Support customers and relevant parties to build capacity, problem solve and resolve issues as identified and particularly in periods of crisis.
18. Work with a diverse team of skilled staff members to provide a high quality service to customers, by sharing knowledge and experience and by learning from others.
19. Ensure the service operates within the appropriate legislative framework (Disability Standards, Child Protection legislation etc.) and Northcott's policies and procedures.
20. Ensure effective management of administrative tasks such as maintenance of relevant records, customer data, file audits, and service provision.
21. Be aware of and sensitive to the needs of customers from Aboriginal and Torres Strait Islander (ATSI) or Culturally and Linguistically Diverse (CALD) backgrounds. Ensuring that any interpretation services obtained are from qualified independent interpreting services

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.

Position Description

Employee's Signature

Employee's Name

Date

Please forward a signed copy to Human Resources.