

Team Leader

Success Profile

Your division	Home and Community
Your team	Home and Community
You report to	Operations Manager - Home and Community

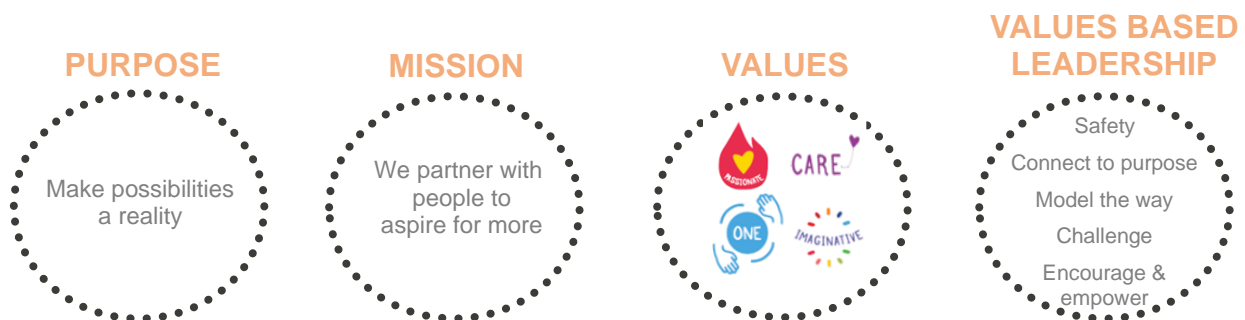
PURPOSE OF YOUR ROLE

Our Home and Community services support people who live with disability to live their best lives by providing flexible options for living arrangements, tailoring supports to match the client and family/carer’s needs in alignment with their NDIS plan and goals, providing supports for them to access and participate in the community and helping to make possibilities a reality.

As the Team Leader your purpose is to lead your teams to support clients within your services in line with their NDIS Plans and goals. The Team Leader will supervise a team to ensure a person-centred environment where employees can identify and solve problems, within delegation, to ensure the personalised planning process translates into action; whilst ensuring sustainable and a person centric service delivery experience.

The Team Leader is responsible for holistic success of the clients, staff and site. This role will work across both home settings and community settings to enable clients to make possibilities a reality.

ORGANISATIONAL PROFILE



KEY SUCCESS AREAS

SAFETY	<ul style="list-style-type: none"> • Model safety leadership by demonstrating a positive safety culture and commitment to person centred service delivery. • Drive integration and adherence to the Quality and Safeguarding Framework and other relevant legislation, policies and procedures. • Monitor and ensure the environment is free from preventable harm, promoting human rights and practice excellence. • Lead the identification and reporting of potential hazards, and work-related incidents, injuries and/or illness within our reporting system within applicable timeframes. • Gather safety trend information leading corrective action implementation in collaboration with subject matter experts. • Model a commitment to Endeavour Foundations ‘Recover @ Work’ programs and actively support the return to work of team members consistent with the desired employee experience. • Undertake client support tasks and functions in accordance with organisational safety policies and procedures.
CLIENT CONNECTION	<ul style="list-style-type: none"> • Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from abuse, neglect and exploitation, and the right of choice and control. • Collaborate with peers and leaders across Service Delivery to deliver the best outcomes for our clients.

	<ul style="list-style-type: none"> • Ensure consistency of service delivery experience by encouraging continuous improvement, adherence to practice guidelines and organisational policy and procedure. • Lead the resolution of escalations and concerns from families/carers/advocates for clients. • Communicate and consult with clients and relevant stakeholders regarding site operations and client matters. • Maintain and evidence regular f/nightly contact with client families • Monitor and drive the implementation of appropriate services for clients. • Facilitate service meetings with families, clients, and employees ensuring effective service performance and delivery. • Monitor quality assurance through reviewing client files and actioning outstanding documentation. • Promote Endeavour Foundation services through being a positive brand ambassador.
<p>OUR PEOPLE</p>	<ul style="list-style-type: none"> • Take initiative to solve problems whilst operating in adherence to established work practices, procedures and routines. • Deliver and promote organisational strategy through building a capable, relevant, high performing and compliant workforce. • Drive a performance-based culture focusing on engagement to achieve results. • Provide clear direction to staff aligning with organisational strategy, goals and values. • Drive end-to-end staff performance management activities, including performance reviews, KPI implementation and escalation of ongoing performance issues. • Review rosters, leave, timesheets and performance of Support Workers ensuring adherence to Endeavour Foundation policies. • Collaborate with relevant supporting business units such as Safeguarding, Work Health and Safety and/or People & Wellbeing, seeking direction and pursuing continual improvement. • Ensure employees are given maximum opportunities to enhance their skills and to ensure alignment with required NDIS. • Ensure appropriate governance in decision making, aligning with organisational policies and procedures. • Foster a supportive and respectful community-centric environment incorporating the interests of families, guardians and other key client representatives. • Create a well-balanced team culture, embracing and respecting the need to deliver high-quality and commercially viable human services, and maintaining the focus on Endeavour Foundation's clients.
<p>OPERATIONAL EXCELLENCE</p>	<ul style="list-style-type: none"> • Ensure team members are fully trained and aware of individual client requirements, taking accountability for staff compliance with mandatory training modules. • Perform direct care duties for clients as required • Manage the delivery of support to clients aligned to their personal plans, goals and any other requirements, including but not limited to all aspects of personal hygiene and living skills to ensure a safe and comfortable environment is provided. • In conjunction with the next level manager, recruit, develop and retain a qualified workforce, to ensure teams are committed to person-centric supports, social inclusion, and establishing a professional relationship with individuals. • Develop programs and activities that encompass the individual needs of clients to ensure the achievement of NDIS plan goals. • Management of team on a rotating roster to maintain effective site operations, and ensuring roster is in alignment with target ratio of client to Support Worker hours. • Maintain knowledge of Endeavour Foundation's suite of service offerings and implement strategies to identify and maximise opportunities to increase revenue and profitability.



	<ul style="list-style-type: none"> • Assist Endeavour Foundation in becoming a market leader in the provision of disability accommodation services. • Encourage innovative and integrated approaches to improving the quality of service and streamlining work processes. • Train Support Workers in the accurate documentation of all activities to ensure an accurate audit trail and maintenance of progress notes. • Assist in the collection and reporting of information for the completion of legal instruments, in conjunction with the relevant department/s. • Ensure site obligations are met through participating in and meeting internal and external reporting requirements. • Coordinate onsite contractors and management of minor equipment servicing. • Protect the privacy of all information ensuring maintenance and accuracy of full client and employees records that include medical, workplace observations, progress notes, absences and behaviours. • Support cross-portfolio client management communication and processes with Site Management / Supervisory peers within Work and Community to enhance customer experience and service levels.
FINANCIAL SUSTAINABILITY	<ul style="list-style-type: none"> • Manage financial performance of the service sites through effective management of operating expenditure, in line with organisational budgets. • Identify and highlight growth opportunities through client interactions. • Support business activities to improve operational performance and outcomes. • Support ongoing growth across the services managed and support cross-functional client growth opportunities across other portfolios. • Ensure operational expenses are maintained to sustain positive margin outcomes across site.

WHAT YOU NEED TO SUCCEED

CAPABILITIES	<ul style="list-style-type: none"> • Demonstrated Knowledge and understanding of the NDIS Quality & Safeguarding Framework, or the ability to develop. • Demonstrated understanding of disability services provision, or the ability to develop. • Ability to lead and guide a team through significant change and challenging situations, where there are competing priorities to achieve business objectives. • Ability to engage key stakeholders and family members, maintaining lines of communication and ensuring they are kept up-to-date on their loved one. • Ability to manage the site/s operations and deliver services aligned with organisational policies and procedure, that deliver high-quality and safe client outcomes in a commercially viable manner. • Ability to work autonomously while under limited supervision. • Ability to apply initiative and judgement in planning and organising work, escalating as required. • Ability to display consistent and sound judgement in decision making across complex operational issues. • Desire to recognise, respect and uphold the privacy, dignity and confidentiality of individuals in all aspects of their lives and in accordance with legislation. • Ability to respond positively and adapt to a rapidly changing environment. • Ability to manage conflict whilst remaining calm and alert. • Ability to coordinate delegated activities to meet outcomes within required timeframes. • Commitment to ongoing skills and personal development.
SKILLS & QUALIFICATIONS	<ul style="list-style-type: none"> • Bachelor's degree in human services or equivalent tertiary education is desirable • At least 3 years' experience working in leadership roles and a thorough understanding of the role good governance displays in empowering high quality support.



	<ul style="list-style-type: none"> • Demonstrated ability in assisting vulnerable people to identify goals and in assisting them to make the necessary choices and decisions to achieve these goals. • Proven ability to apply knowledge of nutrition and hygiene principles within a residential or accommodation setting to ensure appropriate safety and health levels are upheld • Interpersonal, negotiation and communication skills required to grow relationships with team members and stakeholders and deal with issues of a sensitive nature. • Problem solving skills, to successfully identify problems, develop solutions and implement these using a logical and systematic approach. • Demonstrated experience leading a team to achieve performance targets and KPI's. • Proficiency in using current MS Office Suite (i.e. Word, Excel, PowerPoint, Outlook), Employee Self Service programs, and communication technologies. • Possession of a current driver's licence, reliable motor vehicle and comprehensive insurance.
<p>EXPERIENCE</p>	<ul style="list-style-type: none"> • Experience within the Disability Sector, or related sector, where the client is at the heart of the business. • Previous experience in a team leader or management role, having driven a positive and service-orientated culture • Demonstrated experience supporting high performing teams to deliver client centred goals. • Demonstrated experience leading group based services in a site based model • Demonstrated experience in coaching individuals and delivering training, preferably those with disability and individuals that may present with behaviours of harm to achieve set outcomes and desired behaviours within the workplace.

