

Position Title:	Early Childhood Team Leader
Division:	Operations
Reporting To:	Early Childhood Service Manager
Direct Reports:	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 90 years of experience and expertise in the disability service industry.

A registered NDIS provider, we employ approximately 2,500 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

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 partner of the NDIA, Northcott will deliver the NDIS Early Childhood Approach (ECA) to local communities in Northern NSW, Mid North Coast, North Sydney, Hunter New England and Western Sydney.

The approach supports the Early Childhood Early Intervention activities that will improve independence and social participation of children with disability or developmental delay aged 0-9 years.

KEY OBJECTIVE OF THE POSITION:

Lead and support a team of coordinators that work with children with disability and developmental delay and their families to determine the best supports for their improved independence, social participation and quality of life. Connect with the local community to build networks and pathways that build inclusion opportunities for children with disability and their families.

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 knowledge and understanding of best practice models in Early Childhood Intervention
- In depth knowledge of the local service environment in which the customer lives, including funded and non-funded services
- Ability to exercise sound judgment and provision of timely advice and reporting to Management
- Well developed problem solving skills and ability to respond in crisis situations
- Excellent verbal and written communication skills including report writing.
- High level of negotiation skills, including providing evidence to support case planning
- High level organisational, efficiency and time management skills.
- High level networking and community capacity building skills
- Proficient computer skills
- Ability to stay calm under pressure
- Ability to remain objective and impartial when providing support and guidance
- Appreciation and acceptance of diversity for wellness, understanding the importance of implementing a tailored and personalised approach to children and their families
- Knowledge of the Disability Services Act & Standards.
- Knowledge of the 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.
- Experience providing supervision and support to frontline professionals with intensive and complex caseloads
- Minimum 2 years extensive 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.
- Current Drivers' License.

DELEGATION LEVEL

Level 4

CORE COMPETENCIES OF THE ROLE

Customer Focus / External Contact

- 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

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 peers to achieve organisational and NDIS performance measures
- Collaborates with government departments

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 children and families
- Collaborates with other government departments to determine the best support opportunities for children

Leadership

- Demonstrates a commitment to the vision and values of Northcott and the NDIA EC approach
- Serves as a positive role model and provider of exceptional customer service.
- Drives continuous improvement toward meeting performance measures in the EC program
- Suggests new processes or improvements.
- Generates workable solutions to problems.
- Generates original ideas.

Financial Impact

- Oversees the development of NDIS plans for children and the reasonable and necessary supports appointed to the child, including the budget associated with funded supports
- Maintains a focus for ensuring all children are connected to non-funded supports that facilitates less reliance on the NDIS

Time Impact

- Manages time effectively to meet supervisory responsibilities and as well as customer work
- Lead and be part of a team that meets the stated timeframes for connecting with families as required in the Statement of Requirements
- Prioritises duties / responsibilities in a manner consistent with EC program performance measures and outcomes
- Ensures all reporting data is captured and communicated in accordance with requirements set out in the NDIS IT system and Statement of Requirements.

Team Work

- Fosters a supportive, dynamic and positive team
- 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. Engage with and support coordinators to effectively engage with families to gather information on the child that provides relevant evidence of their disability, developmental delay and/or functioning.
2. Undertake observations and provide support to Coordinators to undertake observations of a child in their natural environment to assess their functioning and support needs using supporting tools and documents within the NDIS IT system.
3. Provide recommendations based on professional judgement and information gathered that are most appropriate to the improvement of the child's development and social participation
4. Work with and support coordinators to work with families to identify their goals and aspirations for their child
5. Where relevant, work with and support coordinators to work with the family to determine reasonable and necessary funded supports to develop an NDIS plan for their child which are aligned with the identified goals and areas of development
6. Provide and support coordinators to provide information to families that will assist them to source appropriate service provider(s), including registered providers of support to implement their approved plan. This may include providing written referrals to providers (registered, mainstream and community) chosen by the family.
7. 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
8. 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.
9. 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
10. Engage with the NDIA to receive support on the development on complex plans.
11. 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.
12. 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.

Position Description

13. 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.
14. Provides practice supervision and professional development to team members in relation to the delivery of the EC program
15. Leads team meetings and ensures that staff are provided with relevant information, resources and training.
16. In partnership with Management oversees the recruitment, appraisal and performance management of Coordinators.
17. Work within a strengths based, family centred approach that provides support families to build capacity, problem solve and resolve issues as identified.
18. 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.
19. 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.
20. Adhere to Northcott policies and procedures, in particular, the Code of Conduct and Ethics
21. Comply with, report on and actively participate in Northcott's Safety & Injury Management Procedures and Northcott's WH&S Procedures
22. Assist in maintaining Northcott's premises, vehicles and equipment and discuss any issues with Manager.
23. Participate in Supervision and Team Meetings.
24. 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.