

## Westhaven Ltd

Our Vision – Live how you choose  
Our Core Values – C.H.O.I.C.E

<b>Position Title</b>	<b>Team Leader, Adult Services</b>	<b>Reports to</b>	Service Manager, Adult Services		
<b>Number of Direct Reports</b>	6-10	<b>Position Location</b>	Dubbo	<b>Version</b>	January 2023

### Purpose of the position

The Team Leader works in collaboration with internal and external stakeholders in the effective delivery of support services to Westhaven participants with a range of complex needs. You will partner with participants with a disability to achieve their goals and **to live life the way they choose**. You will be responsible for ensuring the participants you support are receiving a high level of quality care with dignity and respect from a team of Support Workers you will lead, mentor and supervise.

### Decision making

- This role operates with some autonomy within the context of agreed priorities, self manages workloads and the workloads of direct reports to meet known deadlines, and makes decisions within the limits of delegated authority.
- This role has financial delegation as detailed in Westhaven’s Financial Delegation Schedule.

<b>NDIS Capability Name and Description</b>	<b>Responsibilities</b>
<i>Model and reinforce values in organisational culture and practice</i>	<ul style="list-style-type: none"> <li>• Promote and foster a positive, inclusive and respectful home environment that supports participants to live life the way they choose</li> <li>• Actively engage in initiatives that support participants to engage in culturally appropriate activities</li> </ul>

	<ul style="list-style-type: none"> <li>• Support participants to understand and make informed decisions regarding all aspects of their lives.</li> <li>• Evaluate and report on the delivery of participants services to ensure participants are receiving appropriate person centred support in accordance with their funding arrangements</li> <li>• Positively represent Westhaven in all interactions with participants, families, stakeholders and regulatory bodies.</li> <li>• Support and reinforce a work culture that promotes mutual respect and zero tolerance of any behaviour or circumstance that does not uphold participants rights and Westhaven's Code of Conduct.</li> </ul>
<p><i>Promote quality through consistent good practice</i></p>	<ul style="list-style-type: none"> <li>• Undertake front line managerial duties including, but not limited to, managing the daily operations of participant outlets, providing leadership and mentoring to support workers and managing any administrative or projects related to those areas.</li> <li>• Align practices and behaviours to the <a href="#">NDIS Workforce Capability Framework</a></li> <li>• Ensure services are provided in line with agreed Westhaven service delivery practice guidelines, focussing on quality of service that enables participants to live life the way they choose.</li> <li>• Positively liaise with participants, informal and formal supports to understand the needs of the participant and implement appropriate plans or strategies to ensure the participants needs and rights are met</li> <li>• Liaise with Service Managers to consider, respond to and resolve complex participant needs or issues</li> <li>• Manage participant personal information             <ul style="list-style-type: none"> <li>- ensuring personal information is stored securely in accordance with Westhaven's policies and procedures</li> <li>- ensuring personal information is managed in confidence</li> </ul> </li> </ul>
<p><i>Support health and manage risk</i></p>	<ul style="list-style-type: none"> <li>• Ensure appropriate action and the timely reporting of all critical incidents and matters of reportable conduct as defined by relevant regulatory bodies (for example, Safework, NDIS, OCG, DCJ) in line with Westhaven's agreed practices including:             <ul style="list-style-type: none"> <li>- death or serious injury</li> <li>- abuse or neglect</li> <li>- unlawful sexual or physical contact, or assault</li> <li>- sexual misconduct, including grooming</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- use of a restrictive practice</li> <li>• Maintain a duty of care to participants and support workers within outlets including:             <ul style="list-style-type: none"> <li>- timely reporting and action over maintenance or identified risks in Westhaven outlets</li> <li>- ensure the timely reporting of hazards, incidents and risk mitigations</li> <li>- proactively manage risk to participants through effective risk management strategies</li> <li>- compliance with Behaviour Support Plans and approved interventions</li> </ul> </li> <li>• Liaise with relevant stakeholders to ensure participants' Behaviour Support Plans and records, including health care records are maintained and up to date and reflect the current needs of the participants.</li> <li>• Ensure all support workers understand and comply with current Behaviour Support Plans and adhere to individual needs of participants.</li> </ul>
<p><i>Foster and develop a capable workforce</i></p>	<ul style="list-style-type: none"> <li>• Provide leadership and coaching to develop a high performing team that delivers outcomes in line with strategic goals</li> <li>• Build and enhance relationships with all internal and external stakeholders</li> <li>• Foster a culture of knowledge, information sharing and continuous learning in the team</li> <li>• Undertake regular quality assessments and drive ongoing improvements to enhance the productivity and effectiveness of the team</li> <li>• Actively engage in workplace safety including incident and hazard reporting requirements</li> <li>• Actively engage in workplace diversity initiatives and promote a positive and inclusive environment within the team</li> <li>• Undertake performance management activities including mentoring, regular reviews and creating learning opportunities to support continuous improvement</li> </ul>

**Knowledge, Skills, Experience and Compliance**

**Knowledge**

- Certificate IV or Diploma (or working towards) in Disability Services, Community Services or Individual Support desirable or other qualification or equivalent working experience in the area of disability services.

## Skills

- Proficient computer skills including the use of Client Management Databases
- Highly developed organisational skills and capacity to prioritise competing demands
- Highly developed interpersonal communication including both written and oral skills
- Effective conflict resolution skills, negotiation, mediation and decision-making skills

## Experience

- Supporting participants with complex needs, behaviours of concern and mental health
- Experience working with people with a disability
- Demonstrated ability to lead, motivate and performance manage a team
- Demonstrated understanding of NDIS systems and funding and how this impacts service delivery
- Demonstrated capacity to work with culturally and linguistically diverse communities

## Compliance

- Current valid NSW Driver's licence
- Obtain and maintain a current paid Working with Children Check (WWCC)
- Obtain and maintain a valid National Disability Insurance Scheme Workers Check (NDISWC)

## Key Challenges

- Managing competing demands and priorities within a complex service environment
- Managing high conflict situations with participants who may experience behavioural and social challenges

## [NDIS Workforce Capability Framework](#)

- The NDIS Workforce Capability Framework describes the attitudes, skills and knowledge expected of all workers funded under the NDIS. It gives clear, practical examples and establishes a shared language of 'what good looks like' for participants when they receive NDIS services and support.
- The Framework translates the NDIS Commission's principles, Practice Standards and Code of Conduct into clear and observable behaviours that service providers and workers should demonstrate when delivering services to people with disability.
- All Westhaven employees are encouraged to review the [NDIS Workforce Capability Framework](#) for a full list of capabilities and the

descriptors relevant to their role.

**NDIS Workforce Capability Framework**

**Supervision and Frontline Management**

**Capability Group**

**Capability Name and Description**



**Manage, supervise and coach others**

**Model and reinforce values in organisational culture and practice**

- Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.

**Promote quality through consistent good practice**

- Set clear expectations of what best practice looks like, provide access to support and coaching, and develop worker awareness and capabilities to deliver quality support and services.

**Support health and manage risk**

- Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting participants.

**Foster and develop a capable workforce**

- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.