(SIL) ACCOMMODATION LEADER POSITION DESCRIPTION

Team Leader Disability Services – Social and Community Service Level 3

Social, Community, Home Care and Disability Services Industry Award [MA000100]

ROLE AND RESPONSIBILITIES

Working within, including on roster, our Supported Independent Living (SIL) houses with associated staff and services, the SIL Accommodation Leader role is responsible for coordinating the day-to-day running of these services and staffing requirements for clients with varying types of disability, within the guidelines of the NDIS.

In this role, you will focus on ensuring the individual needs of our SIL clients are met through the quality support provided by our staff, as the clients work towards their NDIS Goals. The SIL Accommodation Leader role is to ensure an overarching understanding and implementation of household management, including support for clients and staff within those SIL houses. You will maintain an efficient, effective, and safe working environment for our SIL teams. You will also provide ongoing guidance, mentoring to a team of SIL Disability Support Workers and Key Workers (KW) to ensure that a high standard of support and care for our SIL clients is achieved.

You will be an ambassador for My Ability Pathway by focusing on quality customer service delivery, creating a positive supported workforce and a culture of Quality Improvement within the team. This role is for someone who is resilient and confident in leading a team, whose values strongly align to MAP values and has significant experience working with clients with disabilities, mental health, and challenging behaviours.

DUTIES

Service delivery

- Establish a thorough working knowledge of the relevant My Ability Pathway policies and procedures and work in a manner consistent with these always.

- Lead and collaborate with the KW to manage the household budget, order and maintain household supplies and maintain financial records etc.
- Report and monitor maintenance for SIL accommodation and replacement of equipment as required.
- Work collectively with the Team Leader Disability Services (TLDS), Service Coordinator (SC) and KW to support contact and communication between clients, their families andfriends.
- Work collectively with TLDS to maintain rosters, timesheets and staff leave to ensure continued quality service delivery to all clients.
- In collaboration with the TLDS support all DS staff to deliver high quality services to clients that supports them to meet their NDIS Goals.
- Report any concerns or issues regarding SIL client's health and wellbeing to the TLDS.
- Work in collaboration with the TLDW, KW and SC to ensure complete cohesion for client service delivery with regards to staffing, activity plans, information and document management of SIL clients.
- Support the KW to liaise with allied services for SIL clients for appointments or client management where appropriate and in line with NDIS Plans.
- Lead the KW and SIL teams to identify and record ongoing and changing client needs though guiding DS staff to listen to and observe clients, to provide relevant reporting to NDIS and other parties.
- Always maintain the confidentiality of client information in accordance with MAP policies.
- Support KW and DS staff to guide and support SIL clients to undertake regular activities of their choice in the community which are consistent with their NDIS Goals.
- In collaboration with the TLDS and KW guide staff on how to encourage the clients to develop skills for independent living consistent with their Activity Support Plans and NDIS Goals.

- Behave in ways that present a positive and professional image of the organisation when dealing with clients and members of the community.
- At all times behave in ways which promote a positive image of the clients and people with disabilities in general.

Coaching and Mentoring SIL Staff

- In collaboration with the TLDS and support the onboarding process by providing thorough induction of new staff to SIL services.
- In collaboration with the TLDS develop and deliver a program of support to SIL staff through regular 1:1 meetings/phone calls, and communication via Shiftcare.
- Identify opportunities for succession planning and professional development for SIL staff.
- Work in collaboration with the TLDS and SC to ensure that staff are rostered in accordance with Client Service Agreements.
- Supervise, coach and mentor KW and SIL staff to undertake their responsibilities.
- Lead the team of KW and SW to engage in a culture of feedback and input about developing opportunities for clients.
- Support staff to raise issues and concerns.
- Ensure all staff adhere to My Ability Pathway policies and procedures.
- In collaboration with the TLDS and KW guide staff on how to support clients to be included in the community.

Administration

- Utilise computer programs requiring technical expertise and experience and exercise initiative and judgment in the application of established procedures and practices.
- Accurately document any concern or complaint raised by a client or their representative and report it immediately to the TLDS in line with MAP's Complaint

Management Framework.

- Use appropriate electronic systems to record and capture all data required, and for information storing, sharing and management.
- Participate in an annual formal performance appraisal meeting which will provide a structured opportunity for you and MAP to evaluate your performance against your job description and identify opportunities for professional development.
- Complete requested reports in a time-efficient manner.
- Report any WH&S risks immediately to the TLDS.
- Effectively manage and account for use of work time.

MANDATORY REQUIREMENTS AND QUALIFICATION'S

- Current DHS Working with Children Clearance (or NDIS Clearance)
- National Criminal History Check
- First Aid Certificate including CPR
- Minimum Certificate III in Individual Support
- Certificate IV Community Services (Disability) or equivalent or currently studying
- Full Driver's License

Experience

Essential: Previous experience in the disability sector

Essential: Supervisor/Leader experience, preferably in a disability setting.