

**SOUTH BUNETT CTC INC
POSITION DESCRIPTION**

TEAM LEADER – CROSB CLIENT SERVICES
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Position Type	Full Time plus on call responsibilities
Program Coverage	CROSB, Your Life Your Choice, NDIS and other related programs
Location:	6 Cornish Street, Kingaroy
Reports To	CTC Disability Services Manager
Headquarters	South Burnett CTC Inc, (CTC) 6 Cornish Street/PO Box 490, Kingaroy
Award Conditions	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). Level 4 http://www.fwa.gov.au/index.cfm?pagename=awardsfind

Background

South Burnett CTC Inc (CTC) is funded by the Department of Communities, Child Safety and Disability Services and other funding bodies from time to time to provide services to meet the respite and family support needs of people with a disability living in the South Burnett region.

Requirements for the Position

- Tertiary qualifications (Diploma level or higher) in a human services related field or ability to acquire through an RPL process
- Comprehensive knowledge of the Disability Services Act 2006, the Statement of Standards, the Human Services Quality Framework (HSQF), and award/industrial relations and workplace health and safety requirements relevant to the work performed
- A sound understanding of the needs of people and families/carers living with a disability and the ability to identify, document and access appropriate support
- Ability to perform in a culturally sensitive way and uphold cultural protocols and maintain community support as required
- Experience in leading, mentoring and supervising staff
- Highly developed communication, time management and IT skills to ensure all responsibilities are met within expected timeframes
- Demonstrated understanding of personal and professional boundaries
- Availability to back up staff when they are on call
- Working with Children Blue Card and Department of Communities, Child Safety and Disability Services Yellow Card or ability to acquire
- Ability to meet and maintain any other current and future legislative requirements
- First Aid and CPR Certificates or ability to acquire
- A Queensland manual driver's licence

Duty Statement as an Employee of CTC

- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
- Integrate with other programs and the ethos of CTC
- Be an effective member of the Disability Services team and other CTC teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment

- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required

Duty Statement as Team Leader

Support Clients and Families/Carers (currently 75 clients)

• By providing a central point of contact for clients and their families/carers to talk about their celebrations, concerns, way forward etc.
• By working in partnership with clients and their families/carers to develop and implement individualised client support plans and undertake risk assessments, ensuring their voices are heard and their goals incorporated into the support provided
• Through regular home visits, meetings and phone calls to review individualised client support plans and risk assessments
• Through liaising between clients, Key/Support Workers and Administration Workers for roster management
• By identifying, monitoring and reviewing the best match of the support workers in each team allocated to each client
• Through the development, implementation and assessment of client surveys
• By contributing to the CROSB Newsletter and ensuring relevant and current information of interest and of importance to clients and their families/carers is shared
• By ensuring that any complaint in relation to quality of service provision/the Standard of Care is discussed with the Service Manager and addressed and record appropriately

Key/Support Workers (currently 35 part time/casual Support Workers)

• Be a role model to Key/Support Workers
• Assist Human Resources in the recruitment of Support Workers and volunteer Good Neighbours
• Induction and ongoing coordination of training for Key/Support Workers
• Match client needs to a skill set of a team of Support Workers to provide support. Nominate the Support Worker who would be the best fit to undertake Key Worker duties
• Ensure all new and revised individualised support plans and risk assessments are communicated to the Key/Support Workers
• Sign off on all case notes, referring complex or concerning issues onto the Service Manager and reviewing best practice with Key/Support Workers
• Provide and record regular Support and Supervision with a focus on client work to Key/Support Workers. Refer any requests for supervision for anything outside of client work to the Service Manager.
• Manage Key/Support Worker leave requests in consultation with the Service Manager
• Give feedback to the Service Manager in relation to any challenges, achievements or issues around individual Key/Support Worker performance/conduct
• Back up on call staff and develop the skills of additional Key/Support Workers to also provide back up to on call staff

Support the Service...

• To ensure all policies, procedures and practices align to the Human Services Framework
• To be strategically prepared for the implementation of NDIS
• To provide monthly reports to the Board of Governance
• To develop and manage Heritage Lodge in Nanango
• By attending quarterly Team Leader Meetings
• By attending weekly Management Meetings in the absence of the Service Manager
• By attending relevant network meetings and strengthening connections to collaborate within the disability sector
• By identifying service development opportunities and assisting to compile draft funding applications
• By self-managing your approved working hours to meet client and organisational needs
• Through ensuring there are staff trained to back up your role in times of your absence/when on leave
• By managing incidents and ensuring all internal and external reporting requirements are met
• Through understanding how the service budget is effected if there are unforeseen periods of extra support shifts and/or overtime hours and/or non-budgeted client related costs
• By immediately discussing with the Service Manager if there is a risk that a budget line may be over-expanded and work together on a strategy to mitigate this effect before proceeding

Performance Measures

- Regular support and supervision with the Service Manager
- Performance will be formally reviewed within the initial 6 month period and at least annually thereafter according to the details of this and any revised position descriptions

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to licencing/contractual requirements.

As part of the Disability Services team, the position will have knowledge and understanding of other CTC services and contribute to the success of the organisation in its entirety.

I understand:-

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed duties are to be arranged with my supervisor in line with the requirements of the organisation and broadly consistent with the role

Employee Name..... **Signature**..... **Date** / / 2016