

<b>Position Title:</b>	Disability Services Program Leader (SIL & Community)
<b>Reports To:</b>	Supported Living Manager
<b>Location:</b>	HCM Offices, Supported Independent Living properties and other southern Tasmanian locations
<b>Award:</b>	Social, Community, Home Care and Disability Services Award SCHADS Award (2010)
<b>Classification:</b>	Level 6: pay point 1 (entry)
<b>Direct Reports:</b>	Supported Living Team Leaders
<b>Effective date:</b>	September 2022

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### **Continuing our Legacy**

Hobart City Mission (HCM) has been serving the people of Southern Tasmania since 1852. This has only been made possible through the generosity of our supporters and volunteers.

HCM was the first City Mission in Australia and is the third oldest Mission in the world. HCM aids those who need it most, in the Southern Tasmanian community, by providing emotional, physical and financial support and guidance. We pride ourselves on developing innovative programs and services that empower people and enable them to participate in community life with a sense of dignity, purpose and self-reliance.

### **Contributing to our Work Environment**

HCM's work environment is centred around team work where we work together to provide support to each other, while as a collective we work to provide support and assistance to those in need in our local community. We respect each other, our differences, our uniqueness and we are proud to be part of an organization that brings people together to support those in need.

### **Demonstrating Our Values**

You will be **honest**, ethical and transparent, building trust and positive relationships with clients, your **team**, and other employees across HCM.

You will be **innovative and passionate** and excited to be part of the HCM team who have a long proud history of providing solutions where none seem to exist, to assist those in need. We are inspired to assist those in need, regardless of circumstance and stature.

We will respect you, so you will respect yourself and your team. We work together as a professional team to accomplish great outcomes for our clients. Position Overview

### **Position Overview**

The Disability Services Program Leader will lead and develop a group of Team Leaders and Disability Support Workers to enable participants to live as independently as possible, in accordance with their needs. This will be delivered in either residential settings, supported independent living (SIL) facilities and/or the community.

Reporting to the Supported Living Manager, you will monitor programs and participant care encouraging participant choice, delivering best practice support, and adhering to the NDIS Quality Safeguarding Framework.

## **Key Functions**

### ***Staff Leadership and Team Work***

Responsible for leading and coaching Team Leaders to ensure a focus on positive participant outcomes:

- In a hands-on capacity, mentor, coach and lead Team Leaders encouraging a positive team environment
- Liaise and communicate with other team members in the interests of achieving a consistent approach for the participants
- Conduct regular informal 'catch-up' sessions, team meetings, probationary reviews, and annual performance reviews
- Participate in the recruitment, onboarding and conduct site and role induction for new staff
- In conjunction with Team Leaders, build/maintain positive, professional relationships with the participants and advocating on their behalf, when necessary
- In conjunction with Team Leaders, communicate with family members and guardians and address issues as required ensuring consultation with all stakeholders. Liaise with the Supported Living Manager regarding potential risks or significant issues
- Ensure Team Leaders working in the community environment ensure they are connected with HCM and engaged to support the needs of the participant

### ***Participant Support***

Provide hands on support to Team Leaders based on participant needs:

- Ensure Team Leaders and Disability Support Workers provide direct care and support, using a trauma informed approach
- Build/maintain positive, professional relationships with the participants and advocating on their behalf, when necessary
- Monitor the day-to-day function of the participants
- Encourage participants to develop self-improvement and essential life skills and coordinate outings and activities, as appropriate
- Monitor participant goals and care plans
- Review medications audits, meal management plans and food hygiene standards and ensure adherence to protocols and report non-compliance
- Review financial audits and reports
- Ensure staff attend participant appointments and/or other service providers, when required
- Implement and monitor allied health providers instructions

## ***Program Governance & Quality Service***

Adhere to governance and quality standards:

- Establish positive and proactive professional relationships with local networks to enhance partnerships and improve access to services
- Liaise with the Quality Assurance & Service Manager, to ensure the relevant processes are thorough and process driven to ensure the participants understand the parameters / rules / regulations of living on site
- Monitor and report on restrictive practices
- Understand and work with program governance, HCMs policies and procedures, legislative and regulatory compliance
- Develop/maintain best practice and a continuous improvement approach to participants and program service delivery
- Ensure all activities and behaviours are carried out with due diligence and care for personal safety and the safety of participants, colleagues and service providers
- Maintain up to date knowledge of HCM work health and safety (WHS) requirements and participate in mandatory and other training

## ***Administration & Reporting***

Provide administrative and reporting functions to support the program:

- Review daily/weekly reports from Supported Living Team Leaders and action accordingly
- Monitor and review participants case notes and address issues of non-compliance
- Liaise with Quality Assurance & Services Manager regarding restrictive practices and relevant reporting requirements
- Review shift and incident reports and action accordingly
- Monitor and report on issues regarding finances, meal plans, food hygiene, medications and participant wellbeing, as required
- Assist the Supported Living Manager to apply for funding/grants which enhances what we can offer to participants
- In consultation with Supported Living Manager, collect and analyse data, evaluation programs and make recommendations for enhancements
- Comply with all relevant legislation, privacy/confidentiality/codes of practice
- Regularly report to Supported Living Manager, as required

## ***Skills/Qualifications/Experience***

You will be persistent, resilient, assertive, approachable and act with positive purpose towards good participant and staff outcomes. You will also demonstrate the following:

- Cert IV / Diploma in Disability Services or other relevant qualification and experience
- Relevant experience working with people with a disability.
- Excellent understanding of the NDIA environment regarding compliance regulations.
- Excellent interpersonal skills, building positive relationships with staff, managers, key community and government stakeholders
- Excellent analytical and problem-solving skills
- Excellent time management and organization skills
- Excellent written communication/reporting/email skills
- Excellent computer literacy/online technology experience

**Key Selection Criteria**

- Demonstrated ability to **meet the above skills/qualifications/experience**
- Demonstrated ability to lead and coach a team under pressure using a thoughtful and considered approach
- Demonstrated high levels of professionalism, honesty and integrity
- Demonstrated ability to work positively with HCM values
- Demonstrated ability to work in a team environment, contributing to wider organisational needs/projects when required
- Demonstrated passion and positive attitude towards people with a disability.
- Highly developed networking and influencing/persuasive skills

**Additional expectations**

- Full driving licence with own transport (travel allowance will be paid)
- Current police check (less than 6 months old)
- Tasmanian Working with Vulnerable People registration with NDIA Worker Screening
- We strongly encourage you to be fully vaccinated against COVID-19 and the flu

I acknowledge that I have been provided with a copy of this position description and it has been discussed with my direct supervisor/manager.

**Employee Name:**

**Employee signature & date:** \_\_\_\_\_

**Managers Name:**

**Managers signature & date:** \_\_\_\_\_