

<b>Position Title:</b>	Supported Living Team Leader
<b>Reports To:</b>	Disability Services Program Leader
<b>Location:</b>	HCM Supported Independent Living properties, program locations, HCM office and other greater Hobart locations as needed
<b>Award:</b>	Social, Community, Home Care and Disability Services Award SCHADS Award (2010)
<b>Classification:</b>	Level 4: pay point 1 (entry)
<b>Direct Reports:</b>	Disability Support Workers
<b>Effective date:</b>	April 2024

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## Continuing our Legacy

Hobart City Mission (HCM) has been serving the people of Southern Tasmania since its establishment in 1852. This has only been made possible through the generosity of our supporters and volunteers. HCM brings together people who give and people in need, through the provision of client-focused, holistic and innovative services.

## Contributing to our Work Environment

HCM's work environment is centred around team work. We work as a collective 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 organisation that brings people together.

## 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.

We acknowledge our **legacy**, as we grow with our community, our faith-based values guide us in welcoming people from all backgrounds.

## Position Overview

The Supported Living Team Leader will provide support to NDIA participants to live as independently as possible, in accordance with their needs.

You will support a group of Disability Support Workers providing participant care in the community ensuring the best possible outcomes for participants. This is a hands-on role, you will be responsible for maintaining the day-to-day function of the Supported Independent Living (SIL)

environment or program complex, assisting participants with their accommodation and tenancy needs and providing direct participant care, when needed.

Reporting to the Disability Services Program Leader, you will be responsible for leading and coaching staff ensuring a focus on positive participant outcomes.

You will have an understanding of the complex nature of people living with a disability, exceptional interpersonal skills and an ability to connect and relate to participants.

## **Key Functions**

### ***Participant Support***

Provide day to day participant support, as required based on participant needs:

- Provide direct care and support, as required using a trauma informed approach
- Build/maintain positive, professional relationships with the participants and advocating on their behalf, when necessary
- Maintain the day-to-day function of the house or program site, assisting participants with their accommodation and tenancy alongside our Tenancy Officer.
- Support participants to develop self-improvement and essential life skills and assist staff to organize outings, activities and as appropriate conduct regular catch ups with SIL and Community participants and document accordingly
- Assist participants to maintain goals and care plans and take proactive steps to support achievement
- Undertake medications audits ensure adherence to protocols and report non compliance
- Undertake financial audits and reports
- Audit meal management plans, oversee the ordering of groceries and personal care items and monitor food hygiene standards
- Attend appointments and/or other services, if required
- Liaise with family members and guardians ensuring an open and transparent communication style. Address issues at the earliest point possible, follow up on tasks and ensure all stakeholders are consulted

### ***Staff leadership and team work***

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

- In a hands-on capacity, mentor, coach and lead Disability Support Workers encouraging a positive team environment
- Conduct regular informal 'catch-up' sessions, team meetings, probationary reviews, and annual performance reviews
- Onboard and conduct site and role induction for new staff
- Liaise and communicate with other team members in the interests of achieving a consistent approach for the participants
- In conjunction with Disability Services Program Leader, implement and monitor allied health providers instructions
- Be the first point of contact for family members and liaise with Program Leader to ensure positive outcomes for participants
- Coach and mentor Disability Support staff and ensure they are connected with HCM and engaged to support the needs of the participant, such as (but not limited to) be able to undertake grocery ordering, Healthcare Supplies ordering, meal and menu planning.

## ***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
- Ensure the intake process is 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 shift, incident, participant and program reports and liaise with Supported Living Program Leader
- Attend and contribute to regular Team Leader meetings
- Monitor and review participants case notes and address issues of non compliance
- Monitor and report on issues regarding finances, meal plans, food hygiene, medications and participant wellbeing, as required
- Monitor and report restrictive practices
- Comply with all relevant legislation, privacy/confidentiality/codes of practice
- Review shift and incident reports and action accordingly
- Participate in the On-Call pool for General Enquiries and Rostering

## ***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:

- Certificate or 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 and leadership 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
- Intermediate computer literacy/online technology experience

**Additional expectations**

- Ability to hold a full driving licence with own transport (travel allowance will be paid)
- Ability to gain a current police check (less than 6 months old)
- Ability to hold a Tasmanian Working with Vulnerable People registration with NDIS 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:** \_\_\_\_\_