



Position Description

Team Leader – 1:1 Support (Staffing)

Department:	1:1 Support Services
Reports To:	General Manager – 1:1 Support Services
Location:	Brisbane/Parramatta
Position Purpose:	The role of the Team Leader – 1:1 Support (Staffing) is to lead a team of support workers and life skill facilitators to deliver quality person centred and customer focused outcomes for participants supported by 1:1 Support Services and at its residential accommodation. (QLD only)
Key Results Areas:	The Team Leader – 1:1 Support (staffing) is responsible for staff management and quality of service delivery.

ACCOUNTABILITY [1-4]

Has direct responsibility over [1] Recommends, advises, interprets [2]
 Shares responsibility with others [3] Provides information [4]

Team Leadership and Management

Provide guidance, instruction and direction to support staff with the aim of delivering integrated and culturally appropriate services that further enhance the dignity and autonomy of the participant [1]

Provide leadership, coaching and mentoring to support workers across all facets of the service and identify opportunities for further skills and knowledge development for staff in line with participants' individual goals. [1]

Ensure staff undertake all aspects of case management for participants including maintaining accurate and detailed case management notes and records. [1]

Manage staff performance including preparation of staff development plans, performance management plans and escalation of performance issues to the GM – 1:1 Support Services. [1]

Ensure activities undertaken by participants are linked with NDIS goals and documenting progress toward achieving these goals [1]

Facilitate staff meetings and engage in recruitment activities to expand the pool of Support Workers and Life Skill Facilitators [1]

Legislative & Operational Compliance

Adhere to record management, policies, process and guidelines to efficiently track the flow of data within and external to 1:1 Support Services. [1]

Ensure support staff are aware of and comply with Deaf Services and 1:1 Support Services policies and procedures; including Workplace Health and Safety. [1]

Provide support to other members of the 1:1 Support Services Management team [3]



Be able to provide on-call afterhours service and participate in roster coverage for urgent matters or emergencies

[3]

DECISION MAKING

Decisions

Team supervision, ensuring timely responses, prioritisation and escalation to GM 1:1 Support services when required.

Recommendations

Best practices, policy and service directions and priorities

PRIMARY RELATIONSHIPS

Internally in Deaf Services

GM – 1:1 Support Services

Participant Service Coordinator / Senior Coordinator
Roster Officer
Administration Officer
Support Workers and Life Skill Facilitators

Purpose / Relationship

Line management, strategic direction, reporting, advice and support
Liaison, collaboration, support and networking
Collaboration, training and support
Support and advice
Support and advice

External to Deaf Services

Industry and sector networks and partners
Participants, family and community

Purpose / Relationship

Leadership, liaison, collaboration and advice
Engagement, needs analysis, service and support

Persons/functions that report to this position

Support Workers and Life Skill Facilitators

Role / Relationship

Consultation, advice and support

KNOWLEDGE AND SKILLS

Requirement for skills / Knowledge in this position

	[N] None	[L] Little need	[D] Desirable	[M] Moderate	[I] Important	[C] Critical
Leading						*
Innovating					*	
Planning						*
Organising						*
Patience & Friendliness					*	
Customer/Client Orientation						*
Financial Acumen				*		
Administration					*	
Auslan			*			
Professionalism						*
Acceptance					*	
Problem Solving						*
Deciding					*	
Implementing					*	
Communicating						*
Flexibility					*	
Consulting					*	



Participating					*	
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SELECTION CRITERIA

Essential

- ♦ Formal qualifications in human services and/or extensive experience in the area of disability and/or community services
- ♦ Ability and experience in staff supervision and managing a team
- ♦ Sound organisational and time management skills
- ♦ Values that are consistent with a person centred model and the ability to apply these to work practices
- ♦ Tolerance, patience and tact in dealing with people from a wide range of backgrounds and cultures
- ♦ Ability to work with minimal supervision
- ♦ Current Driver's license and motor vehicle
- ♦ Current First Aid Certificate, NDIS WC and evidence of Covid-19 vaccination

Desirable

- ♦ Certificate IV Training and Assessment
- ♦ Knowledge of the issues involved in working with Deaf people with additional disabilities
- ♦ Conversational Auslan skills, or willingness to learn

Please sign below your agreement of the above position description

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Print Name

.....
Signature

.....
Date