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| Position Description |
| Position Type | Supervision and Frontline Management |
| Position Title | In-Home Services Team Leader |
| Organisation Name | Tulgeen Group |
| Work location(s) | Primarily at Tulgeen’s Maple Court units, however, could be asked to work at other sites in Bega.  |
| Employment Type | Permanent Part-time  |
| Working Hours | Rotating shifts 4 days on, 4 days off |
| Pay range/award | SCHADS Award Level 3.1 |
| Company Overview | Tulgeen Disability Services is a for purpose organisation providing flexible, quality support for individuals with disability, their families, advocates and carers.Tulgeen Disability Services has been providing quality services to people with disabilities in the Bega Valley since 1977. Our team is passionate about making a difference in the lives of our clients and their families. We are committed to providing high-quality and person-centred services that meet the individual needs of each person we support. Tulgeen has set a challenging and transformational agenda leading us to 2024.Tulgeen builds on achievements providing flexible, quality services, identify and provide for future needs and ensure financial stability. |
| Company Vision, Purpose & Values | Our Vision is to inspire an inclusive, connected, and caring community.Our Purpose is supporting people with disability to live, work, play, and grow. Our Values are:*Cohesive*: Engendering a supportive, encouraging team*Committed*: Honesty and integrity, we own our decisions*Respectful*: Create and maintain an environment of mutual respect*United:* Encourage, empower, and engage |

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| Essential requirements | * NDIS Worker Check
* Current Drivers licence
* First Aid Certificate
* Willingness to attend as rostered
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| Desirable Qualifications | * Certificate III in Disability or Allied industry Certificate
* Completed NDIS Worker Orientation Module
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| Essential skills or experience | * + 2 years previous experience working with clients requiring complex care and Positive Behavioural Support.
	+ Knowledge and application of the National Standards for Disability Services.
	+ Knowledge and understanding of ‘Restrictive Practice’ and the related compliance requirements.
	+ Knowledge and understanding of ‘Quality and Safeguarding Framework’ and the related compliance requirements.
	+ Organised and able to effectively prioritise work and meet deadlines according to the requirements.
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| Desirable skills or experience | * Knowledge and application of the NDIS Practice Standards and Quality Indicators
* Experience using Microsoft 365 including SharePoint
* Experience using CRM systems e.g., MYP
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| Key attributes | * Honesty & Integrity
* Organised and able to effectively prioritise work to meet the role requirements
* Ability to develop positive relationships with clients, families, advocates, workers, and managers
* Able to multitask and adjust to changing priorities
* Ability to work independently
* Attention to detail
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| Budget/financial responsibilities | * Nil
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| Organisational relationships | * Reporting to the In-Home Services Coordinator
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| Performance Goals | * Complete scheduled and directed tasks on time.
* Adhere to organisational policies and procedures.
* Maintain and apply knowledge of complex care and behavioral supports with person centered approaches.
* Take full responsibility for the principle requirements as defined for the role.
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Position Purpose

The purpose of this position is to provide general directives and guidance to Disability Support Workers supporting clients in their home.

Key accountabilities and responsibilities include:

* Demonstrate leadership with Disability Support Wokers, in promoting and providing Active Support for clients in their homes and community.
* Monitor, mentor, and review casuals, trainees, and regular worker performance in collaboration with the Client Services Coordinator, reporting on training and development needs.
* Regularly check that workers have entered progress notes in MYP in accordance with Tulgeen’s Defensible Documentation Training.
* Oversee timely, accurate, and appropriate reporting of all client incidents in the MYP system.
* Oversee daily cleaning of equipment and work environment as well as a good standard of hygiene and cleanliness in clients’ homes.
* Ensure all obligations are met in relation to all COVID-19 regulations/guidelines.
* Provide administrative and support work as requested by the Client Services Coordinator.
* Support Client Services Coordinator to undertake Mandatory Reporting Responsibilities.
* In collaboration with the Client Services Coordinator prepare and distribute documentation for complex appointments (CHAP’s, Hospital admissions) as directed by the Client Services Coordinator.
* In collaboration with the Client Services Coordinator facilitate and attend meetings as required (NDIS, Client Reviews, Allied Health, Behaviour Support Specialists).
* Regularly report role and service-related information through line management.
* Participate in implementing, monitoring, and reviewing policies, procedures, and continuous improvement initiatives.
* Conduct Workplace Meetings and Client Feedback Meetings, preparing and distributing notes to stakeholders.
* Communicate directly with families, advocates and other key stakeholders to address basic issues and maintain effective relationships e.g. Housing NSW, NDIS Nominees.
* Attend On-Call duties as rostered.

## Core capabilities required for Team Leader

The below core capabilities are requirements for any person working in Supervision and Frontline Management for the NDIS. Review them carefully. For more information about the capabilities, or to understand to a greater extent the behavioural indicators please visit the NDIS Workforce Capability Framework.

### Supervision and Frontline Management

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| Manage, supervise, and mentor others: | * **Model and reinforce values in organisational culture and practice:** Support and model a culture that promotes the principles of the NDIS, such as upholding rights, celebrating diversity and respecting the voice of those with lived experience.
* **Promote quality through consistent good practice:** Set clear expectations of what best practice looks like, provide access to support and mentoring, and develop worker awareness and capabilities to deliver quality supports and services.
* **Support health and manage risk:** Implement policies, procedures and systems for effective health and risk management so that workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting clients.
* **Foster and develop a capable workforce:** Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their capabilities and build a career.
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## Specialist capabilities

For this role in particular, the below specialist capabilities are required.

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| Be responsive to clients’ and workers of Aboriginal and/or Torres Strait Islander identity | Understand and respond to clients’ and workers desired connection to culture, country, and community. Be aware of your personal assumptions and biases, and adapt your approach based on what is important to them, such as acknowledging the role a client may want their family and community to play in their life and decisions. |
| Be responsive to clients’ and workers culturally and linguistically diverse identity | Understand and respond to clients’ and workers desired connection to their culture, community, and language. Be aware of your personal assumptions and biases, and adapt your approach based on what is important to them, such as being sensitive about when/how to use interpreters and respecting cultural norms and practices. |
| Be responsive to clients’ and workers LGBTIQA+ identity | Understand clients and workers’ rights, the importance and impact of inclusive language, and respond to lived experience of sexual orientation, gender identity and/or gender expression. Be aware of your personal assumptions and biases, and adapt your approach based on what is important to them to foster a sense of belonging and participation. |
| Work with clients to explore and coordinate their supports | Support clients to understand their plan and access and coordinate the supports clients need. Think creatively when supporting clients to explore innovative solutions, manage complexity and ambiguity, and negotiate with multiple providers and systems to put solutions in place. |
| Work with clients to explore and establish living arrangements that suit them | Support clients to explore and establish the type of home, living arrangements and related supports that work for clients. Think creatively when supporting clients to explore their options, manage their living arrangements, and negotiate with mainstream and specialist housing providers and markets to deliver solutions that meet their needs and preferences. |
| Work with clients to develop health and allied health support plans | Understand clients' needs and what is important to them and work with clients to develop their health and allied health support plans in ways that fit with their goals and how clients choose to live their life. |
| Support clients to implement health and allied health support plans | Work with clients and their health or allied health practitioner to ensure clients have access to the health, allied health, and mental healthcare that they need, to ensure that clients' can put their health and allied health support plans into practice. Understand when and how to seek input or advice. |
| Support clients to implement their mealtime plans | Understand clients' mealtime plan and work with clients to put it into practice. Understand and watch for things that might make it difficult for clients to eat (e.g., difficulty swallowing). Know what to do to support clients to eat safely and enjoy their meals and act promptly if clients are experiencing a problem. |
| Support clients to implement positive behaviour support plans | Work with clients', and their behaviour support practitioner, to support clients to implement their plan to better understand and adapt their behaviours. |
| Support clients with their psychosocial disability | Understand how clients' psychosocial disability can influence their capacity, confidence, relationships, and circumstances. Work with clients in ways that support clients to lead the life they want. Apply principles of recovery-oriented and trauma-informed practice when supporting clients to meet their needs. |
| Support clients with their experience of trauma | Understand how clients' experience of trauma influences their capacity, confidence, relationships, circumstances, and sense of safety, and respond appropriately. Support clients to use their strengths, build their confidence, and put their chosen coping strategies into practice. |
| Support clients with their complex, challenging or changing social circumstances | Understand the impact of interacting with multiple systems and supports, changing circumstances and potential barriers to accessing supports. Be aware of your personal assumptions and biases and work with clients' and others to negotiate solutions and support clients' strengths, capacity, and circumstances. |