

Position title	Team Leader
Employee name	Vacant
Department/Service	Operations
Location	Thurgoona
Position reports to	Operations Manager
Positions reporting to this role	Assistant Team Leader / Disability Support Workers
Financial delegation	N/A
Budget accountability	N/A
Employment basis	Full Time

Work Environment (e.g. Office based, Residential based, Community based)
Team Leaders may be required to work at any Mercy Connect location within their respective regions

Mercy Connect Values	
Compassion	Supporting and listening with kindness and understanding
Hospitality	Welcoming each other with openness and a smile
Respect	Accepting and treating each other with integrity
Innovation	Seeing opportunities and creating new solutions
Teamwork	Working together with a shared view of success
Accountability	Choosing courage and taking ownership of our actions

Role Purpose	With a commitment to continuous improvement, Team Leaders ensure the effective delivery of customer services by leading a team consistent with Mercy Connect values. The role contributes to the implementation of operational plans in the position's areas of operation. The role is also responsible for the performance management and development of the team members.
Key Selection Criteria Essential	<ul style="list-style-type: none"> • Proven ability to apply person centred active support • Proven ability to manage all participant documentation and maintain currency • Excellent communication skills including oral and written • Ability to develop, implement and review skill development plans • Ability to lead teams by providing support, supervision and coaching in line with organisational values • Well-developed organisational skills including attention to detail and meeting deadlines • Solution focused and strong problem-solving skills. • High level computer literacy and effective use of technology.

	<ul style="list-style-type: none"> • High level of integrity and ability to maintain confidentiality. • Adaptability to meet organisational needs. • Ability to meet and apply quality and risk management standards
Experience and qualifications	<ul style="list-style-type: none"> • Diploma level qualification (or willing to attain) and/or relevant experience • Social Services sector experience preferred
Other requirements of the role (e.g. licenses, professional memberships, registrations)	<ul style="list-style-type: none"> • National Police checks. • Working with Children's Check (WWCC) • Current, valid driver's licence and a willingness to drive Mercy Connect vehicles. • Emergency On-Call • Work across a 24-7 rotating roster, including mornings, evenings, weekends and sleepovers. • Current First Aid certificate • Some work outside normal rostered hours may be required. <p>Please note it is the responsibility of all staff to notify the organisation if there are any changes to Police check, WWCC and/or driver's licence status.</p>

Role Priorities

Role Priority 1:	Safeguard the health, safety and wellbeing of Participants through the implementation of policies and procedures that reflect their support needs in accordance with the NDIS Practice Standards.	
Behavioural Guidelines	Evidence (KPI)	
Collaborate with your team and the broader business to implement tailored health advice provided by relevant professionals.	<ul style="list-style-type: none"> • All participants have a meal plan which meets their health and nutrition needs. • Nutrition and Swallowing Plans are implemented and strictly adhered to. • Participants attend all health appointments within agreed timeframes. • Health concerns are escalated immediately. • All team members receive training and support in all plans. 	
Train and coach your team to ensure they understand and implement policies pertaining to health requirements.	<ul style="list-style-type: none"> • CHAPS are updated annually by the required date. • All actions identified within the CHAP are followed through and completed by the required date. • Health notes are clear and concise and identify the key issues. • All other health documentation is complete and actions followed through. 	
Manage and administer medication in alignment with medication management guidelines.	<ul style="list-style-type: none"> • All team members have received training on all medication requirements for participants. • Medication is managed accurately. • Medication errors are reported immediately. 	
Monitor and report on treatment of Participants.	<ul style="list-style-type: none"> • The rights of participants of Mercy Connect are upheld at all times. • All actions of abuse, neglect, violence, exploitation or discrimination are reported immediately. • The documentation register for each Participant is accurate and current. 	

Role Priority 2: Support Participants by maximising their strengths and opportunities to help them lead a connected and meaningful life by implementing Person Centred Active Support.	
Behavioural Guidelines	Evidence (KPI)
Support Participants to achieve their identified goals by implementing tailored person centred plans.	<ul style="list-style-type: none"> • Documented evidence of plans being followed. • Active support practices are applied consistently to all Participants by all team members. • Person centred tools are implemented. • Participants have regular communications with those that are important to them.
Collaborate with relevant internal and external stakeholders to ensure identified goals are fulfilled.	<ul style="list-style-type: none"> • Goals and participant outcomes are identified, achieved and documented. • Funding is utilised in accordance with the plan. • Staffing levels are appropriate to the delivery of supports as per approved plans. • Feedback reports from OCV, allied health or any other specialists are implemented within agreed timeframes. • Flexibility demonstrated with changing plans that are reprioritised to meet needs of Participants. • Engagement and collaboration with local Hospitals / Health providers. • Support Coordinators / Planners receive required information within agreed timeframes.
Document progression of plan fulfilment to support applications for future plan funding requirements.	<ul style="list-style-type: none"> • Skill development and communication plans reviewed regularly for each participant. • Actions from quarterly audit reviews are implemented. • Accurate NDIA reports are submitted on time. • Attend planning meetings as agreed.
Recommend opportunities for improvement to the Operations Manager.	<ul style="list-style-type: none"> • Participant survey results. • Feedback from families and other stakeholders.

Role Priority 3: Minimise risk by complying with organisational quality and safeguarding systems, processes and procedures.	
Behavioural Guidelines	Evidence (KPI)
Communicate (and support adherence to) work practices, policies and procedures to staff to ensure the health, safety and wellbeing of Participants and others.	<ul style="list-style-type: none"> • Policies and procedures are adhered to. • Team members (including self) complete review of all new and updated policies and procedures. • Issues are escalated to manager and/or People and Culture as required.
Build trusting relationships where people with disability, their families, advocates or workers feel safe to make a complaint or report issues.	<ul style="list-style-type: none"> • Complaints and/or incidents are reported using the correct process. • Resolution of complaints. • Feedback gained from families / guardians.
Use the Incident Management Procedure to investigate breaches of workplace policies and procedures.	<ul style="list-style-type: none"> • Breaches are reported as per policy and procedure. • Investigations are completed in line with relevant policies. • Action items are implemented and completed. • NDIS Quality and Safeguarding Commission investigations completed.

Continuously monitor the work environment to ensure that it is safe and healthy.	<ul style="list-style-type: none"> WHS Risk Assessments are completed within the agreed schedule. Audit review action items are completed within agreed timeframes. Every Participant has a current Participant Safety Plan.
Manage operations within agreed budget and delegated authority with your Operations Manager.	<ul style="list-style-type: none"> Audit of house budgets, spending and vehicle logs. Compliance with finance policies and procedures. Effective roster management to reduce overtime. Budget approvals are within delegated authority. Rosters are accurate and approved in accordance with guidelines.

Role Priority 4: Create an empowered team through instruction and mentoring to ensure team members have role clarity, supportive working relationships and are accountable for their performance and behaviours.	
Behavioural Guidelines	Evidence (KPI)
Builds trusted relationships with others in alignment with our brand and values.	<ul style="list-style-type: none"> Supervision and performance reviews completed with Operations Manager. Actively seeks assistance when needed. Attend all required training. Identifies own developmental opportunities.
Create a trusted team environment where people support each other and feel comfortable to share ideas, knowledge and information.	<ul style="list-style-type: none"> Team meetings are held as agreed and action items/outcomes are recorded and completed. Supervision and performance reviews of direct reports completed within agreed timeframes. Staff survey results reflect positive feedback regarding leadership. Reduction in calls to Emergency On-Call
Support team member development by coaching/mentoring and encouraging people to seek their own development opportunities.	<ul style="list-style-type: none"> All required training is completed by team. Succession plans developed for key roles within team.
Be an active participant in any change management initiatives to fully understand the impact of change and support the communication of these to all stakeholders	<ul style="list-style-type: none"> All team members receive and understand organisation communications. Proposed roster changes are communicated with consultation processes provided.
Review roster and shift approvals to ensure team members are paid correctly.	<ul style="list-style-type: none"> Staff are paid accurately. Staff leave is authorised in accordance with relevant policy and procedure.

Role Priority 5: Satisfy the needs of Participants by professionally managing the property by ensuring it is maintained and a safe place to live or visit.	
Behavioural Guidelines	Evidence (KPI)
Clean and maintain homes so Participants have a safe and welcoming environment to live.	<ul style="list-style-type: none"> Property maintenance schedules are approved and adhered to. Participants are supported to make their space homely. Properties are kept neat and tidy at all times including garden and outdoor spaces.

<p>Ensure Mercy Connect and Participant assets are registered, recorded and maintained.</p>	<ul style="list-style-type: none"> • Participant and house asset register is accurate. • Participant assets are maintained and replaced as per service agreements. • Property equipment is serviced including vehicles as required.
<p>Maintain vehicles for cleanliness and safety and ensure they are available for use by Participants.</p>	<ul style="list-style-type: none"> • Ensure vehicles are well cleaned regularly and well maintained. • Accidents and damage are reported immediately. • Vehicle inspection reports are completed on time

I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

Employee signature:

Print name:

Date:

Line Manager:

Print name:

Date: