Position title	Assistant Team Leader
Employee name	Vacant
Department/Service	Operations
Location	Thurgoona
Position reports to	Team Leader
Positions reporting to this role	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)
Assistant 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, the Assistant Team Leaders role is to support the Team Leaders and Operational Managers to ensure quality services are provided in accordance with approved plans, policies and procedures which safeguards the health, safety and wellbeing of others. The Assistant will also provide valuable out of hours support to teams as part of the 'On Duty' roster.
Key Selection Criteria **Essential**	• Proven ability to apply person centred active support • Proven ability to accurately complete all participant documentation • Good communication skills including oral and written • Ability to implement and review skill development plans • Ability to coach support staff to deliver a quality service to participants • Well-developed organisational skills including attention to detail and meeting deadlines; • Solution focused and strong problem-solving skills. • Good level of computer literacy.

	• High level of integrity and ability to maintain confidentiality. • Adaptability to meet organizational needs. • Ability to meet and apply quality and risk management standards
Experience and qualifications	• Certificate IV in Disability or related discipline (or willingness to complete)
Other requirements of the role (e.g. licenses, professional memberships, registrations)	• National (or International if applicable) Criminal History Record check. • Working with Children's Check (WWCC)NSW & VIC • A NDIS Worker Screening Check • 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. • Evidence of your right to work in Australia • COVID-19 Certificate Including booster (3) Please note it is the responsibility of all staff to notify the organisation if there are any changes to your Criminal History Record check, WWCC and/or driver's licence status.

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)**
Support team members to implement tailored health advice provided by relevant professionals.	• Meal plans are followed and implemented to meet participant health and nutrition needs. • Nutrition and Swallowing Plans are monitored and strictly adhered to. • Participants attend all health appointments within agreed timeframes. • Health concerns are escalated immediately to Team Leaders and or Managers. • All team members receive support, guidance and coaching for implementing in all plans.
Support and coach team members to ensure they understand and implement polices pertaining to health requirements.	• Health notes are clear and concise and identify the key issues. • Health documentation is complete and actions followed through. • Contribute to the completion of audit and NDIS requirements. • Out of date actions are reported to the Team Leader. • Provide input into CHAP process and actions
Manage and administer medication in alignment with medication management guidelines.	• Support all team members to adhere to relevant guidelines. • Medication administration is monitored, reviewed and implemented accurately. • Medication errors are reported immediately.

Monitor and report on treatment of Participants.	• The rights of participants of Mercy Connect are upheld at all times. • All actions of abuse, neglect, violence, exploitation or discrimination are reported immediately.
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.	• 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. • Support and coach support staff in how to implement person centred active support.
Support staff to maintain appropriate communications with both internal and external stakeholders to ensure participants live a connected and meaningful life.	• Evidence is provided with regards to daily activities • Participants are supported to engage in healthy relationships with those that are important to them • Participants are provided with the required level of staff support to achieve their goals • Flexibility demonstrated with changing plans that are reprioritised to meet needs of Participants. •
Assist Team Leader to document progression of plan fulfilment to support applications for future plan funding requirements.	• Skill development and communication plans reviewed and completed regularly for each participant. • Actions from quarterly audit reviews are implemented. • Attend planning meetings as agreed. • Ensure participants goals are achieved through active support and coaching of other support staff
Identify and discuss opportunities for improvement with the Team Leader.	• Participant survey results. • Feedback from families and other stakeholders. • Improved systems and processes

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 team members to ensure the health, safety and wellbeing of Participants and others.	• Policies and procedures are adhered to. • Team members (including self) complete review of all new and updated policies and procedures. • Issues are escalated to Team Leader and/or Manager as required. • Reduction in reportable incidents • Communication with team leader
Build trusting relationships where people with disability, their families, advocates or workers feel safe to make a complaint or report issues.	• 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.	• Breaches are reported as per policy and procedure. • Incident reports are written appropriately and in a timely manner • Assist and coach support staff in identifying an incident and reporting appropriately and in a timely manner
Support Team Leader to continuously monitor the work environment to ensure that it is safe and healthy.	• Contribute to the completion of WHS Risk Assessments within the agreed schedule. • Contribute to the health, safety and well being of participants and staff • Ensure participant Safety Plans are followed. • Contribute to and update participant safety plans with team leader

Role Priority 4:	Be accountable for own performance and support others to do the same through effective instruction, coaching and mentoring, creating an empowered and high performing team.
Behavioural Guidelines	**Evidence (KPI)**
Builds trusted relationships with others in alignment with our brand and values.	• Supervision and performance reviews completed with Team Leader. • Actively seeks assistance when needed. • Attend all required training. • Identifies own developmental opportunities.
Contribute to a trusted team environment where people support each other and feel comfortable to share ideas, knowledge and information.	• Attend all team meetings. • 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.	• Coach and support new and existing team members • Support team leader to on board new support staff
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	• Support Team Leader to ensure communication of all information to support staff. • Check rosters for coverage • Support team leader by identifying back fill opportunities

Role Priority 5:	Satisfy the needs of Participants by contributing to the management of property and other assets ensuring they are professionally maintained and safe.
Behavioural Guidelines	**Evidence (KPI)**
Clean and maintain homes so Participants have a safe and welcoming environment to live.	• Report any non-compliances with property or vehicles • Participants are supported to make their space homely. • Properties are kept neat and tidy at all times including garden and outdoor spaces. • Ensure cleaning routines and schedules are maintained
Ensure Mercy Connect and Participant assets are registered, recorded and maintained.	• Documentation is completed and recorded • Property equipment is serviced including vehicles as required.

Maintain vehicles for cleanliness and safety and ensure they are available for use by Participants.	• Ensure vehicles are well cleaned regularly and well maintained. • Accidents and damage are reported immediately. • Vehicle inspection reports are completed on time.
Proactively engage in the health, safety and wellbeing of Participant and staff by participating in WHS Committee meetings as a WHS Committee member and carry out all functions assigned to that position.	• Attend all WHS Committee meetings. • WHS audits are completed as per agreed schedule. • Identify and report risks and hazards at the workplace. • Conduct duties of a WHS Committee member as required.

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: **Line Manager:**

Print name: Print name:

Date: Date: