

**SOUTH BUNETT CTC INC  
POSITION DESCRIPTION**

**TEAM LEADER – CLIENT SUPPORT SERVICES  
CTC DISABILITY SERVICES**

<b>Position Type</b>	Full Time plus on call responsibilities
<b>Program Coverage</b>	CROSB, Gumnut Place, NDIS and other related programs
<b>Location:</b>	Kingaroy and/or Murgon
<b>Reports To</b>	CTC Disability Services Manager
<b>Headquarters</b>	South Burnett CTC Inc, (CTC) 6 Cornish Street/PO Box 490, Kingaroy
<b>Award Conditions</b>	Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS). QCSCA Transitional Pay Equity Order - Level 3 or 4 depending on experience and qualifications (approximately \$57,345 - \$67,150 pa + salary packaging). <a href="http://www.fwa.gov.au/index.cfm?pagename=awardsfind">http://www.fwa.gov.au/index.cfm?pagename=awardsfind</a>

### **Background**

CTC Disability Services comprises:-

- CROSB (Community Respite Option South Burnett) is based in Kingaroy and is currently funded by the State Government and other funding bodies to provide services to meet the respite and family support needs of people with a disability living in the South Burnett region.
- The Gumnut Place is a Disability Enterprise based in Murgon which incorporates: a wood workshop; commercial kitchen; commercial laundry; trophy, engraving and badge making service and a secure document destruction service. The team includes 20 Supported Employees and an increasing number of volunteers who also have a disability, all are supervised and mentored by support staff to work safely and productively at their assessed/own capacity.
- The delivery of a comprehensive suite of supports under our Certificate of Registration with the National Disability Insurance Agency (NDIS). These supports are delivered to people across a broad area by staff based at CROSB and Gumnut Place.

### **Position Overview**

Client Support Service responsibilities for CROSB and the NDIS are shared between two full time Team Leaders, one in a lead role of Client Communication & Support Coordination and the other in a lead role of Implementation and Service Delivery. Both Team Leaders work closely together and backfill each other's lead role when required.

### **Requirements for the Position**

- Qualifications in Disability Services or other related human services field desirable
- An understanding of the Disability Services Act 2006, the Statement of Standards, the Human Services Quality Framework (HSQF), award/industrial relations and workplace health and safety requirements relevant to the work performed
- A sound understanding of the needs of people and families/carers living with a disability and the ability to identify, document and access appropriate support
- Ability to perform in a culturally sensitive way and uphold cultural protocols and maintain community support as required
- Experience in leading, mentoring and supervising staff under a variety of situations, including through periods/stages of change

- Highly developed communication, time management/multi-skilling and IT skills to ensure all responsibilities are met within expected timeframes
- Demonstrated understanding of personal and professional boundaries
- Availability to participate on an on call roster to provide out of hours crisis support
- Working with Children Blue Card and Disability Services Yellow Card or ability to acquire
- Ability to meet and maintain any other current and future legislative requirements
- First Aid and CPR Certificates or ability to acquire
- A Queensland driver's licence

<p><b>Common Duties undertaken by both Team Leaders:-</b></p>
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*Support Clients and Families/Carers (currently 80 clients)*

- By providing a central point of contact for clients and their families/carers to talk about their celebrations, concerns, way forward etc.
- By working in partnership with clients and their families/carers to develop and implement individualised client support plans and undertake risk assessments, ensuring their voices are heard and their goals incorporated into the support provided
- Through regular home visits, meetings and phone calls to review individualised client support plans and risk assessments
- Through liaising between clients and administration staff for roster management
- By identifying, monitoring and reviewing the best match of the support workers in each team allocated to each client
- Through the development, implementation and assessment of client surveys
- By contributing to the CTC Disability Services Newsletter and ensuring relevant and current information of interest and of importance to clients and their families/carers is shared
- By ensuring that any complaint in relation to quality of service provision/the Standard of Care is discussed with the Service Manager and addressed and recorded appropriately

*Lead a Team of Support Workers (currently 34 part time/casual Support Workers)*

- Be a role model to Support Workers
- Assist Human Resources in the recruitment of Support Workers and volunteer Good Neighbours
- Induction and coordination of ongoing training for Support Workers
- Ensure all new and revised individualised support plans and risk assessments are communicated to the Support Workers
- Sign off on all case notes, referring complex or concerning issues onto the Service Manager and reviewing best practice with Support Workers
- Provide and record regular Support and Supervision with a focus on client work
- Refer any requests for supervision for anything outside of client work to the Service Manager
- Manage Support Worker leave requests in consultation with the Service Manager
- Give feedback to the Service Manager in relation to any challenges, achievements or issues around individual Support Worker performance/conduct
- Back up on call staff and develop the skills of Support Workers to provide back up on call

*Support the Service...*

- To ensure all policies, procedures and practices align to relevant Quality Frameworks
- To be strategically prepared for the implementation and further development of NDIS Best Practice
- To provide monthly reports to the Board of Governance
- By attending quarterly Team Leader Meetings
- By attending weekly Management Meetings in the absence of the Service Manager
- By attending relevant network meetings and strengthening connections to collaborate within the disability sector

- By identifying service development opportunities and assisting to compile draft funding applications
- By self-managing your approved working hours to meet client and organisational needs
- Through ensuring there are staff trained to back up your role in times of your absence/when on leave
- By managing incidents and ensuring all internal and external reporting requirements are met
- Through understanding how the service budget is effected if there are unforeseen periods of extra support shifts and/or overtime hours and/or non-budgeted client related costs
- By immediately discussing with the Service Manager if there is a risk that a budget line may be over-expended and work together on a strategy to mitigate this effect before proceeding

#### **Specific duties for the Team Leader responsible for Client Communication & Support Coordination**

- Provide transitional support from current funding arrangements across to the NDIS including implementing initial access and registration, compiling relevant supporting documentation, preplanning and planning interview support
- Liaise with clients to develop a manageable schedule of service under their NDIS plan
- Support clients to have a clear understanding of plan implementation and service availability
- Liaise with clients to establish a support plan that reflects NDIS plan capacity and goals
- Transfer information across to other Team Leaders to ensure accuracy around implementation and service delivery, including finance
- Where Support Coordination is identified in a client's NDIS Plan, complete the relevant progress reports

#### **Specific duties for the Team Leader responsible for Implementation and Service Delivery**

- Liaise with other Team Leaders to ensure accuracy of information and understanding of proposed schedules of service
- Establish with client an implementation schedule to ensure sufficient support is financially available for the duration of the plan, including travel
- Monitor timely commencement of plan implementation
- Monitor progress of plan implementation with regular client contact to establish any required variations to plan delivery
- Monitor goals are being achieved through checking of file notes
- Liaise with Finance Team Leader to monitor funds are being utilised and claimed as required
- Assist clients to prepare for Plan Reviews, including writing relevant reports to support recommendations
- Attend client plan review meetings as required

#### **Duty Statement as an Employee of CTC**

- Adhere to all policies and procedures of CTC and relevant Government Contracts/MOAs/ Legislation/Acts/Guidelines
- Integrate with other programs and the ethos of CTC
- Be an effective member of the Disability Services team and other CTC teams
- Work independently and as part of a team in compliance with direction from management
- Attend and actively participate in all team and other relevant meetings and training
- Assist other staff in their duties
- Assist in maintaining a clean, hygienic and tidy work environment
- Ensure all CTC resources and assets are used only as appropriate, accounted for and maintained in a safe, clean, hygienic and useable condition at all times
- Flexibility in regard to working hours and locations and preparedness to undertake complementary duties as required

**Performance Measures**

- Regular support and supervision with the Service Manager
- Performance will be formally reviewed within the initial 6 month probation period and at least annually thereafter according to the details of this and any revised position descriptions

Service standards are to be in accordance with the ethos, mission, vision, policies and procedures of CTC and in strict adherence to licencing/contractual requirements.

As part of the Disability Services team, Team Leaders will have knowledge and an understanding of other CTC services and contribute to the success of the organisation in its entirety.

I understand:-

- the requirements of the position and agree to the terms and conditions as set out above
- more detailed duties are to be arranged with my supervisor in line with the requirements of the organisation and broadly consistent with the role

**Employee Name**..... **Signature**..... **Date** / / 2018