

POSITION: Team Leader
REPORTS TO: Program Manager, Support Coordination
DATE UPDATED: November 2019

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a non-denominational organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

Melbourne City Mission Disability Services offers tailored support services to people with a disability and their families through a range of services including Support Coordination, Supported Independent Living Services, Out of Home Care and community-based programs and support. Melbourne City Missions operates its disability services under the National Disability Insurance Scheme (NDIS), Disability Act 2006 and Department of Health and Human Services (DHHS) legislation.

This role sits within the Disability Division, whose vision is for communities where people have equal rights, choice and opportunity. We aim to achieve our vision by adhering to principles of a rights-based approach, delivered with respect and integrity, by professionals with supports and services that are value for money as set out in our Practice Framework. Support Coordination supports people by facilitating and implementing access to support services with a focus of capacity building.

JOB PURPOSE

The Team Leader will provide strong management and leadership to a team of Support Coordinators to delivering Support Coordination and oversee service delivery performance is in accordance with the business requirements. The Team Leader will also deliver Support Coordination to people with a disability and their families.

JOB OBJECTIVES

Duties of this role include but are not limited to the following:

Deliver a high quality standard of support to participants by:

- Leading and managing a team of support coordination staff to ensure that service delivery objectives are achieved.
- Managing and supervising the support coordination that is delivered.

- Delivering effective support coordination services to participants.
- Understanding the National Disability Insurance Scheme (NDIS) and its relevance to the people we support and communicating changes to the wider staff teams in a timely manner.
- Understanding the service delivery model and the associated business activities to deliver an efficient service.
- Supporting participants to access support services and funding in line with relevant guidelines which includes travel in order to provide the support.
- Practicing across all programs offered within the Support Coordination service include a variety of local and statewide services provided to adults, children and young people with a variety of disabilities as defined by the Disability Act 2006.
- Effectively monitoring and managing support coordinator caseloads and allocation of participants.
- Effectively monitoring the development and implementation of participant plans
- Coordinating communications, decisions and actions relevant to the support coordination activities to the staff and the Program Manager.
- Facilitating and attending meetings where necessary to assist in the support coordination service
- Effectively managing compliments and complaints
- Ensuring that MCM support coordination meets NDIS requirements, Information Privacy Act 2000 and Disability Act 2006.

Lead and manage the team to meet service objectives by:

- Undertaking recruitment and selection of support coordination staff to ensure that appropriate resources are available to provide service delivery to participants
- Inducting and orientating new staff to their roles, support coordination and the wider Disability Services
- Effectively leading and supervising a Support Coordination team
- Understanding and effectively adapting to the changing needs of the business to lead and develop a high-performance culture
- Conducting regular team meetings and coaching and mentoring staff to deliver their support coordination responsibilities
- Addressing and managing staff performance in conjunction with the Program Manager.
- Conducting formal supervision for at least eight support coordination staff
- Supporting the education and professional development of the support coordination workforce
- Escalating matters to the Program Manager as appropriate.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.

Maintain current and accurate documentation reflecting the support coordination provided to participants by:

- Conducting regular data quality audits to measure service delivery accuracy and efficiency.
- Ensuring that participants' records associated with their support are complete and comply with legislative requirements

- Ensuring written reports of the team are of a quality standard and in line with NDIS requirements
- Ensuring staff are competent in completing billing requirements in the client management system (CMS) as per NDIS requirements and providing ongoing education and support as necessary
- Overseeing and managing Time and Attendance

Contribute to the continuous improvement of the support we provide by:

- Complete regular data collection and reporting to identify and implement better ways of support and service delivery
- Ensuring incident reports are accurately submitted by the staff team and addressing those incidents in a timely and appropriate manner
- Competently articulating data quality audits results and implementing strategies to improve or enhance data quality standards.
- Collecting and addressing feedback from clients, significant others and other service providers to improve service quality
- Participating in the organisational planning for Disability Services as part of the leadership team
- Developing and maintaining relationships with key stakeholders to optimise outcomes for participants
- Implementing improvements in conjunction with other MCM disability services to impact the overall support we provide

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

Internal Relationships	<ul style="list-style-type: none"> • Staff from Organisational Development • Staff from People & Culture • Staff from Properties & Procurement
External Relationships	<ul style="list-style-type: none"> • Melbourne City Mission customers, their families/carers and supporters • External funding bodies (NDIS; Department of Health and Human Services) • Other disability and generalist service providers including NDIA

KEY SELECTION CRITERIA

Essential:

- A relevant tertiary qualification in health, education or community services.
- Demonstrated experience in leading staff teams to deliver to business activities to the required business standards
- Demonstrated effective communication and interpersonal skills including the ability to engage effectively with a diverse range of people
- Demonstrated complaint management and conflict resolution skills
- Demonstrated experience in providing regular supervision to a staff team
- Effective time management skills to manage competing priorities
- Experience in data analysis and reporting to articulate business performance
- Proficient skills in the use Microsoft Office and other relevant computer applications to efficiently perform the duties of the role.
- Working knowledge of the Disability Act 2006 and National Disability Insurance Scheme.
- An understanding of the requirements for ensuring child safety.
- Internet-enabled device for Time & Attendance when working offsite.

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM's strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), Disability Worker Exclusion Scheme Check, current Victorian Drivers Licence, and the right to work in Australia.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>Collaboration & Cooperation Seeks to find the right solution for all. Stays connected, and works together with colleagues and customers to achieve great things.</p>
PARTNERSHIPS	<p>Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.</p>
REPUTATION	<p>Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.</p>
PEOPLE	<p>Resilience & Bounce Back Deals effectively with unexpected challenges and adversity. Quickly recovers to take a positive stance to set backs and disappointments.</p>
PEOPLE	<p>Wins Hearts & Minds Contributes to an environment where people want do their best work, and show commitment to the One MCM Purpose and Philosophy.</p>
PEOPLE	<p>Builds Capability & Realises Potential Plays an active role in their own and others' development. Encourages and inspires others to realise ambitions and potential.</p>
PEOPLE	<p>Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.</p>
PEOPLE	<p>Safety First Always puts safety first. Creates a safe, healthy and caring workplace that is expressed in all operational activities and interactions with others.</p>

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together We are inclusive and accepting of difference.
We work in highly effective teams and our people are connected across our organisation.
We engage proactively with others to deliver outcomes.

Courageous We speak up constructively in line with our convictions.
We pursue our goals with determination.
We are passionate about our advocacy role.

Curious We are inquisitive and ask why.
We challenge the status quo.
We actively explore the alternatives.

Open We are transparent and have genuine, honest interactions.
We listen and hear people's voices.
We value and respect the autonomy of clients.
We trust one another.

Accountable We act safely in all our interactions.
We manage within our financial and resource boundaries.
We own our outcomes and decisions.
We are proud of the work that we do.