

Position Description



Job title	Service Lead
Department	Individualised Services
Reports to	Operations Lead
Date prepared/reviewed	December 2019
Location	Various
Position Details	Permanent Full Time

Our purpose is to inspire people, enliven communities and confront injustice. We address the causes of vulnerability and disadvantage, stand for a just society and support individuals and communities to be valued and connected.

Position Objective

Brief summary of position's purpose

The purpose of this role is to provide guidance and support to create a work environment that enables a high performing team to deliver high quality and sustainable support services in an individualised funding model.

Values and Associated Behaviours

Uniting's Values and Behaviours which inform the jobholder's decisions and actions.

Imaginative – We challenge convention, explore new possibilities and dare to dream for a better future

Respectful – We act with honesty and integrity, and open our hearts to all people without exception

Compassionate – We are nurturing, generous and thoughtful in our words and deeds

Bold – We face injustice head on and stand up for what is right and true with confidence and strength.

Additionally, the role will:

- Respectfully work within the Christian ethos of the Uniting Church
- Works in a way that is consistent with Uniting WA's leadership expectations
- Operate ethically and enhance the integrity of the organisation.

Key Responsibilities

These represent the key outputs of the job, the job's deliverables. They are not specific activities in themselves. These form the basis of the objectives and measurements set for the job holder under the Uniting Performance Management System annually.

- High quality services are delivered to people with disability and psychosocial disability that align with service standards and best practice models. In collaboration with the team:
 - Co-design principles are utilised to deliver innovative and contemporary models of support that demonstrate positive impact
 - Person-centred plans are completed and evaluated and reflect positive outcomes for participants
 - Support the recruitment of high quality, person-centred team members that match the needs and interests of participants
- Teams demonstrate adherence to safety and positive behaviour plans, safety issues are identified and incidents are reported and managed
- Coaching and mentoring of staff, volunteers and trainees equips teams to deliver on agreed outcomes, operating within a self-organised model to embed contemporary practice under the guidance of the Operations Lead
 - Teams demonstrate strong collaborative relationships with participants, families and guardians, and partnerships with internal and external services are maintained
 - Team training needs are identified and acted upon within budget in collaboration with the Operations Lead
- Information and client management systems are up to date, and statistics and reports are provided to the Operations lead and Practice leads as required or requested
- All EVC cards and petty cash are reconciled with in budget and correctly coded
- Support skills are maintained and strengthened by taking part in the support roster and actively supporting participants with high or complex needs
- Exemplary personal drive and integrity is demonstrated, and the organisation's ethos is consistently reflected in service development and practices
- Other responsibilities appropriate to the position as requested.

Standard Key Responsibilities (for all Uniting staff)

- To operate within delegated authority and comply with legal, regulatory obligations and requirements of our internal policies and procedures
- Identify and deal (manage and monitor) with risks associated with Uniting
- Compliance with the values and associated behaviours of Uniting
- Compliance with the policies and procedures of Uniting including statutory policies
- Completion of any training and associated assessments identified as a requirement of the position.

Competencies

The knowledge and soft skill requirements necessary for this position.

- Excellent understanding of person-centred, strength-based support
- Established skills in relationship building and stakeholder engagement management (internal and external)
- Understanding of individualised funding models and the key developments and issues facing the not-for-profit sector.

Qualifications

Education, experience and technical skills required for this position.

- Significant knowledge and understanding of contemporary theory, practice and its application in the area of disability and/or mental health
- Relevant tertiary qualifications or commensurate significant (i.e. 3 years+) experience and relevant professional development
- Working with Children Check (where applicable)
- National Police Clearance
- First Aid
- Current Western Australian Driver's Licence.

Additional Information

Any additional information that would be helpful to someone trying to understand the nature or purpose of the position.

This role will engage with the following parties:

- Participants, families, guardians and trustees
- Mainstream services, community service organisations, partner agencies and funding bodies
- Community.