

Position Description



Job title	Service Lead
Department	Individualised Services
Reports to	Operations Lead
Date prepared/reviewed	May 2023
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 create a high performing team by providing guidance and supporting staff to deliver meaningful and sustainable supports 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.
 - Participate in the recruitment of team members that match the needs and interests of participants, and the organisation.
- Ensure teams demonstrate adherence to safety and positive behaviour plans.
- Risks and safety issues are identified, plans to manage risks are in place, and incidents are reported and resolved appropriately.
- Adheres to NDIS quality and safeguarding reporting obligations.
- Complete provider reports and participant related documentation as required by the funding body.
- Coaching and mentoring of staff, volunteers and trainees to deliver on agreed outcomes, operating within a self-organised model to embed contemporary practice under the guidance of the Operations Lead.
 - Support workers demonstrate strong collaborative relationships with participants, families and guardians.
 - Partnerships with internal and external stakeholders are developed and maintained.
 - Participate in networking opportunities and actively promote Uniting services.
 - Individual and support workers training needs are identified and acted upon within budget in collaboration with the Operations Lead
- Innovative leadership and supervision is provided to deliver on agreed outcomes where team members share responsibility for:
 - Collaborating to determine resource needs, within budget.
 - Collecting data to identify and deliver on continuous improvement plans.
 - Co-creating a professionally enriching team culture that evidences organisational values.
- Information and client management systems are up to date, and statistics and reports are provided to the Operations Leads and Senior Managers as required or requested.
- Ensure rosters align with funding and Employee Collective Agreement and are covered by support workers.
- Support skills are maintained and strengthened by actively taking part in the support roster and covering unplanned leave.
- Ensures expenses remain within budget and approval is sought from the relevant delegate for unbudgeted expenses.

- 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
- Significant knowledge of the NDIS Practice Standards and Quality and Safeguarding Commission requirements
- Relevant tertiary qualifications or significant (i.e. 3 years+) experience in positions with equivalent responsibilities and relevant professional development
- Working with Children Check (where applicable)
- NDIS Worker Screening check
- 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.