



St Vincent de Paul Society
NSW
good works

St Vincent de Paul Society NSW is a NDIS Partner in the Community delivering Local Area Coordination (LAC) services in NSW during the period from January 2016 to June 2019.

Team Leader Position Description

Position Title:	Team Leader
Responsible Unit:	State Support Office
Position Reports to:	District Manager and/or Assistant Manager
Managerial Responsibility for:	Local Area Coordinators
Base Location:	Society LAC offices across NSW as allocated – with some travel and remote working to support participant, or community needs and need any LAC Program requirements (e.g. meetings)
Primary Position Objective:	<ul style="list-style-type: none">• Responsible for the day-to-day supervision and coordination of a team of Local Area Coordination to deliver services to NDIA participants in accordance with NDIA and Society processes, policies, Targets and the Society ethos.• Work directly with participants, supporting them to access the NDIS through the design and implementation of individual plans.• Role-model positive behaviours that encourage a culture of innovation and accountability in all team members, in delivery of the LAC program.

St Vincent de Paul Society NSW

The St Vincent de Paul Society NSW is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded in France in 1833 by 20 year-old Frederic Ozanam, who wanted to eradicate poverty and disadvantage. The Society came to NSW in 1881 and now has around 16,000 members and volunteers and 2,000 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

The St Vincent de Paul Society NSW is a leading provider of community support services and has close to 100 Special Works in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

St Vincent de Paul Society NSW and the NDIS

The St Vincent de Paul Society NSW has been commissioned by the National Disability Insurance Agency to provide local area coordination to ensure people with disability who are currently receiving supports from NSW or Commonwealth Government disability programs experience a smooth transition to the NDIS.

This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The scheme will be introduced gradually to ensure no disruption for people with disability and support providers.

The Society will provide LAC services in the Central Coast, Hunter New England, South Western Sydney, South East Sydney and Sydney districts of NSW.

Duties and Responsibilities

Team Leaders are responsible for the day-to-day supervision and coordination of the Local Area Coordination teams to deliver services to NDIA participants in accordance with NDIA and Society processes, policies, targets and the Society ethos.

Team Leaders are expected to model positive behaviours that encourage a culture of innovation and accountability in all team members as they deliver the LAC program. Team Leaders may also be required to deliver LAC functions directly and work directly with participants, their support people or communities. The focus of various LAC activities may change over time based on the participant loads and which stage participants are at in the NDIA pathway. Further responsibilities of this role include the following:

Supervision and Support

- Coach and mentor team members in the provision of support to individuals accessing the NDIS.
- Provide regular supervision and reflective practice to team members.
- Allocation and monitoring of LAC workloads and workflows to achieve targets across the team and to manage staff wellbeing.
- Act as an escalation point for complaints / complex queries and issues that are outside of normal process/procedure.
- Work with each team member to set goals and objectives for their performance and development plans and support them to achieve these and manage any issues in accordance with relevant policies and procedures.
- Maintain time and leave records in accordance with relevant policies and procedures and ensure all relevant documentation is provided to the District Manager and/or Assistant Manager, including timely response to fortnightly payroll reports to ensure payroll records are accurate.
- Seek appropriate approvals and inform HR of any requested employment changes in a timely manner.
- Contribute to continuous improvement practices by undertaking internal reviews of the team's work in consultation with the District Manager and/or Assistant Manager.
- Implement safe systems of work in accordance with Society WHS policies and procedures.
- Demonstrate Child Safe behaviors at all times and identify and respond to concerns about risk of harm in line with legislative and Society requirements.
- Support, assist and consult with individuals and families accessing the LAC Program in a way that promotes independence, empowerment and involvement.
- Complete supervision and support sessions in with LACs on a regular basis inclusive of attending participant meetings.
- Support new team members through induction, orientation and probation processes (including completed documents and meetings).
- Conducting performance and development activities as per the Society's professional development program with individual team members.
- Work with District Manager and/or Assistant Manager and HR on areas of staff performance management.

Operational

- Ensure Operating Procedures, as directed and required by the NDIA, are fully implemented.
- Keep up to date with current NDIA task cards and procedures and ensuring these are implemented into work practices.
- Capture and report feedback and / or complaint from stakeholders and escalate appropriately to your supervisor. Actively participate in investigations and resolutions where directed.
- Work alongside the leadership team and other staff on special projects as required.
- Work with the leadership team to achieve consistency in practices across the LAC program.
- Build and maintain a current working knowledge of local community supports and services.
- Participate in and facilitate where required, external workshops, conferences and other forums as appropriate.
- Represent the Society's LAC Program at external events as required.
- Work to deliver on agreed targets and goals.
- Perform the functions of a LAC (the duties are outlined in the LAC position description) as required depending on own and team's workloads.

Administration

- Provide accurate and timely information to management as per reporting requirements.
- Organise and maintain appropriate administrative records.
- Review and Monitor all LAC team members' documentation ensuring compliance with quality standards.
- Provide accurate data for reporting purposes and respond to all requests for information in a timely manner.
- Prepare submissions, reports and correspondence as required.
- Work with the team to ensure that Privacy and Confidentiality of records across the team are managed in accordance with legislation, policies and NDIA requirements.
- Manage team expenses and resource requirements.
- Maintain day to day maintenance and office functions.

Positive Culture

- Embrace and actively demonstrate the mission and vision of the Society, ensuring that providing a 'hand-up' is evident in all that you do.
- Maintain professional boundaries and adopt high ethical and professional standards.
- Contribute to a workplace culture that is respectful, non-judgmental, and inclusive and which promotes and upholds human rights at all times.
- Actively demonstrate our organisational values, as outlined in the Society's Code of Conduct.
- Declare any potential or perceived conflict of interests in accordance with Society's policies and procedures.
- Actively support the team through changes, e.g. to practices, processes, clarifying changes and working towards consistency and acceptance across the LAC program.
- Participate in a collaborative and positive teamwork culture including mentoring/coaching and supporting colleagues to ensure consistent practices.
- Develop and maintain internal and external stakeholder professional relationships which foster collaboration and working in partnership.
- Contribute to a positive team work environment including supporting shared workload / workflow and adaptability to change.

NOTE: *All LAC employees and Team Leaders are expected to travel and work independently for significant periods of time as well as work remotely across some locations of NSW.*

Essential Criteria

- Relevant qualifications or demonstrated experience working in the human services sector e.g. disability, child services, allied health, social work, community development, education.
- Strong understanding of key principles of the NDIS for participants and communities. Experience implementing person centered approaches and other contemporary disability and community services practices.
- Demonstrated experience leading a team including coaching mentoring and sound knowledge of WH&S legislation as it relates to the workplace.
- Ability to work collaboratively, analyze, problem solve and contribute to consistent, yet innovative work practices.
- Demonstrates ethical, inclusive and non-judgmental attitude towards others.
- Highly developed verbal and written communication (including report writing), interpersonal and negotiation skills.
- Understanding of the key principals, philosophy and opportunities of the NDIS for Participants.
- Proven ability to be personally adaptable and support others in a changing environment and ability to prioritize competing demands.
- Willingness to adhere to the mission and ethos of the St Vincent de Paul Society and Code of Conduct
- Demonstrated ability to manage workflows, meet deadlines and achieve targets as an individual and through leadership across a team.
- Strong computer skills including Microsoft Office (Eg Word, Excel) and experience working with client information systems.
- A valid driver's license and willingness to undertake regular travel.

Desirable experience/skills

- Demonstrated experience working in the human services sector e.g. disability, child services, allied health, social work, community development, education.
- Lived experience of disability will be highly regarded.
- Flexibility to attend meetings or travel outside of usual office hours as needed from time to time to support program needs.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer