



## Job Description

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Our vision is “***Human Potential, Realised***”.

Civic Disability Services is a not-for-profit organisation that provides services to individuals with intellectual and psychosocial disability. We aim to create a society where people have the opportunity to realise their full potential, achieve their goals and participate as a valued member of the community.

**Role:** Team Leader | Practice Leader | House Coordinator

**Reporting:** The role reports to the Practice Manager

**Direct Reports:** Support Workers and Senior Support Workers

**Objective:**

1. Lead the day to operations of the allocated service/s to provide a customer experience aligned to our Person Centred Active Support model and Practice Framework;
2. Work with the team to create an employee and customer experience that delivers value and brings our vision, mission, values and Our Mana to life;
3. Evaluate service delivery for the allocated service/s to ensure that customer and employee needs are being met in a way that is safe and effective.

**Duties and responsibilities:**

1. Work with the team to make sure customer services are assessed, planned, evaluated and delivered in line with our Person Centred Active Support model and the Practice Framework.
2. Work with the team so they understand how they can deliver an exceptional customer experience where potential can be realised and where the right support can be delivered at the right moment.
3. Coordinate with head office services, families, employees, other service providers, community groups, allied health providers, and other stakeholders to coordinate the holistic delivery of services so customers receive the right support at the right moment. Advocate for the customer when this is not being achieved.
4. Work with the team to develop an employee experience that is aligned to Civic’s mission, vision, values, Our Mana, policies and guides. Lead your team so they can realise their potential and the potential of the people they support.
5. Support team members to understand the mission, vision, values and direction of Civic. Translate them so the team has clear expectations around their work and understands how their everyday work relates to Civics’ goals and direction.
6. Work with head office teams and the Practice Manager to coordinate the recruitment of the right people into your team, in line with policies and guides, who are best able to deliver supports for the customer group.
7. On-board new starters into your service/s in a way that provides them with the information they need to be successful.



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8. Identify learning needs within the team. Identify and/or create learning opportunities to address those needs. Ask for from the Practice Manager or Civic resources (including people) when needed.
9. Manage day to day employee matters such as performance, leave, and injuries with the support of Head Office specialists and the Practice Manager. Ask for advice and support when needed.
10. Work with staff, customers, families and other stakeholders to understand and resolve concerns. Escalate to the Practice Manager for advice and support as appropriate.
11. Coordinate regular communication channels with employees, customers and other key stakeholders including team meetings, customer, family and practice reviews, and 1:1 discussions with team members.
12. Participate as part of the on-call roster. On call is rotated among all Practice Leaders and you may be required to be on-call approximately 3-4 times per year.
13. Attend operations team meetings. Contribute to making these meetings valuable for those involved.
14. Work with the Practice Manager to make sure the service operates in an effective and sustainable way that meets the needs and objectives of the business.
15. Evaluate the quality of the customer experience, practice, and service delivery against service, funding and compliance objectives on a regular basis. Identify gaps and work with the team to build capability and/or improve outcomes. Refer to the Practice Manager when gaps are identified.
16. Coordinate on-site incident support and investigation for incidents as they occur, including management of evaluation outcomes. For more complex incidents, support the Practice Manager and/or General Manager with information, investigation processes, outcomes implementation, and evaluation in line with critical incident processes.
17. Maintain effective relationships and networks with relevant community partners, referral agencies, community groups and others. Refer leads or referrals to the Practice Manager or Customer Experience team as appropriate.
18. Comply with mandatory reporting requirements that apply to the service. Escalate issues and risks in line with critical incident and risk management requirements, as appropriate



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### Essential Criteria

We're looking for great team leaders with a strong customer service focus. We believe in transferable skills, so you might not be joining us from the community services space.

If you're joining Civic with experience in the disability services space	If you're joining Civic without experience in the disability services space
<ul style="list-style-type: none"> <li>Degree or diploma in <b>social work, community services, disability, education, nursing, allied health, health or similar</b></li> <li><b>OR</b></li> <li>Certificate IV in disability but you <b>MUST</b> have experience as a support worker</li> </ul>	<ul style="list-style-type: none"> <li>Degree or diploma – it could be anything really!</li> </ul>
<ul style="list-style-type: none"> <li>Experience leading a team is a huge advantage, but not essential. It would be great if you've had some experience, even in an acting role for shorter periods.</li> </ul>	<ul style="list-style-type: none"> <li>Experience leading a team at a team leader or manager level is a must.</li> </ul>
<ul style="list-style-type: none"> <li>Experience as a support worker or in a client facing role as such an RN, paramedic, teacher, psychologist, OT, or speech therapist is a huge advantage.</li> </ul>	<ul style="list-style-type: none"> <li>Experience in the disability services space is not essential. A passion for working with people who have a disability is. Customer service champions are encouraged to apply!</li> </ul>

- An personal alignment to a Person Centred Active Support Model. The key elements of this model are that we support people to do for themselves where this is possible, we work to their strengths, and we support them to learn and grow.
- Experience assessing, developing, implementing and reviewing customer plans, goals and supports is an advantage. We get that you won't have this experience if you haven't worked in disability services before!
- The ability to find unique and sometimes left of centre ways to support customers to realise their potential, solve problems, and meet customer needs.
- The ability to translate sometimes complex concepts, policy and legislative requirements into a language and format that customers, employees and others can understand and use.
- The ability to hear, engage and resolve.
- A passion for creating an incredible customer and employee experience that allows people to realise their potential.
- Unrestricted Drivers Licence.