

Position Description

POSITION TITLE:	Client Services Team Leader (CSTL)
DEPARTMENT:	Residential Services
RESPONSIBLE TO:	Residential Services, Manager
DIRECT REPORTS:	Senior DSW's and DSW's
EMPLOYMENT TYPE:	Full time
LOCATION:	Balyana
SCREENING REQUIRED:	
	<input checked="" type="checkbox"/> National Police Check <input type="checkbox"/> Working with Children <input checked="" type="checkbox"/> DCSI or NDIS Check <input type="checkbox"/> Medical

Bedford changes the lives of people with disability by building capacity, independence and wellbeing. We do this by providing a broad suite of NDIS support services including employment opportunities and social participation activities. We offer exceptional tailored services to meet individual goals, in the workplace and in the community. We build healthy relationships, foster skills to last a lifetime, and pride ourselves on providing hands-on support to plan all areas of our customer's lives. Above all, we promote individual choice and control to empower people with disability to live fulfilled and happy lives.

POSITION SUMMARY

Reporting to the Manager, Residential Services, the Client Services Team Leader is responsible for providing leadership, mentoring, coaching and direction to the disability support worker group; including providing advice and support on participant issues and the development of support plans identifying individual goals. This role will develop and monitor SIL submissions in line with NDIS guidelines and liaise with the Bedford recruitment team to recruit new DSW's. This role is responsible for working with the Manager, Residential Services with program planning and the provision of direct support to participants. This role drives excellence in personal centred service delivery by measuring client outcomes, making recommendations and implementing improvements to ensure service delivery is aligned with individual goals, NDIS requirements, legislative and corporate requirements.

KEY RESPONSIBILITIES

- Using a Case Management approach to mentor and support staff for all frontline service delivery to include the management of complex and significant issues involving the participants to reach appropriate and optimal outcomes, driven by a strong focus on personal centred service delivery model.
- Provide direct leadership, guidance, mentorship and performance management to the Residential Services Team to form a supportive team environment.
- Provide performance feedback through performance conversations and development planning.
- Responsible for overseeing the provision of appropriate and effective SIL service delivery provision to meet good practice standards in line with the NDIS Quality and Safeguarding Framework, while ensuring duty of care and risk management obligations are met.
- Support the Manager, Residential Services in driving the achievement of targets and objectives, in line with Bedford's Strategic Plan.

- In conjunction with the Manager, Residential Services, establish and monitor financial, workforce, personnel and training performance standards against set budgets and targets.
- In conjunction with the Manager, Residential Services, determine, develop, instigate and monitor service provision ensuring a constant high standard of care for residents and compliance with service agreements and contractual obligations with the NDIS and DHS.
- Responsible for overseeing staff practice in relation to management of resident health, development and wellbeing including management of medication and supporting the Manager, Residential Services with the development and monitoring of associated policies, procedures, practices, reports and documentation.
- Escalate significant issues and high risk situations to Manager, Residential Services, including discipline and work performance matters.
- Working alongside the D&STL, manage all external and internal enquiries and complaints, escalating significant issues to the Manager, Residential Services. Work with residents, staff, families, caregivers, neighbours & other stakeholders to achieve positive solutions for residents while meeting privacy / self determination guidelines.
- Prepare quotes for NDIS Supported Independent Living (SIL) submissions, the role is responsible for undertaking all aspects of SIL reviews, including developing and overseeing the delivery of residents SIL goals to ensure alignment with NDIS guidelines.
- Prepare quotes for Disability Support for Older Australians Program (DSOA) submissions, the role is responsible for undertaking all aspects of DSOA reviews, including developing and overseeing the delivery of residents DSOA goals to ensure alignment with DHS / DSOA guidelines.
- Communication - ensure the team is kept updated and aware of all current corporate plans, measures and objectives.
- Manage, monitor and review residents well being and irregular hours data.
- Manage, review and develop staff rosters, review and submit staff timesheets as directed by the Manager, Residential Services.
- Liaise with internal and external stakeholders, including but not limited to:
 - Medical Professionals
 - Relevant Agencies
 - Support Coordinators
 - NDIS Planners

To ensure residents needs are met and maximising the potential for residents to achieve their individual NDIS / SIL / DSOA goals.

- Responsibility to oversee Support Coordination engagement with residents to implement NDIS Plans, including the coordination of external community access service providers meeting with residents onsite at Balyana and monitoring residents being supported to access external community programs.
- Assist to facilitate effective and positive communication between management, residents, families, key stakeholders and staff using a collaborative approach.
- Management of incoming and outgoing residents to residential service ensuring a smooth transition.
- Support resident and their family to access the NDIS, including attending NDIS planning meetings with the participant, family and NDIS Planner, reviewing and monitoring resident goals and service provision as identified in their SIL Submission and RoC.
- Support the leadership team with On – Call duties, this is an additional duty that has an On – Call allowance.
- In conjunction with the Manager, Residential Services, implement, administer and assist with the review of Bedford policies and procedures.
- Assist the Manager, Residential Services to educate, support and advise on WHS matters, drive WHS initiatives, and ensure duty of care & risk management requirements are met.

- In collaboration with the Manager, Residential Services, ensure the staff is kept updated on corporate strategy, service delivery, good practice support methodologies and NDIS / DSOA updates.
- In conjunction with the Manager, Residential Services, conduct, assist with internal NDIS and WHS audits / activities, ensure residents files and documentation comply with NDIS and Corporate requirements.
- Manage all escalation workplace grievances and performance management matters to achieve effective resolution and minimise risk to the organisation.
- Working with the Manager, Residential Services, monitor service delivery in compliance with the Quality and Safeguarding Framework and act to address opportunities for improvement and issues of concern.
- Administer medication as per policy and training; monitor staff compliance with same; reporting issues of concern to the Manager, Residential Services.
- Acquire and maintain work health and safety knowledge relevant to your workplace and understand Bedford's operations and associated hazards and risks.
- Adhere to all Bedford Policies and Procedures and legislative requirements.
- Other duties as per directed by the Manager.

KEY CHALLENGES

- Ability to multi- task and work with competing priorities in a challenging and changing environment (NDIS)
- Ensuring and advocating client choice and control, while mitigating risk and meeting QA & Safeguarding standards
- Leadership, mentoring and support of senior disability support workers and front line support workers, and oversight of large work group.
- Assist with the transition of the NDIS and Bedford's growth objectives, driving exceptional customer outcomes and best business practice with all organisational development and HR activity.

SKILLS/ATTRIBUTES

Personal Attributes

- An affinity for the people with disability who Bedford support and embrace the organisation's role and values.
- Ability to develop strong positive working relationships and network with internal and external stakeholders.
- Strong leadership, negotiation and conflict management skills.
- Highly organised with ability to prioritise competing demands
- An ethical, outcomes and results driven individual, with a positive, "can do" attitude and openness to feedback.
- The ability to work autonomously and lead, direct, performance manage and mentor others.
- Problem solving ability with the flexibility to work with ambiguity.
- Resilience in pressured situations and with conflicting deadlines.

Essential Skills and Qualities

- Certificate III or IV in Disability, Community Services or equivalent, and extensive experience in the disability sector
- Sound knowledge of the NDIS commission quality and safeguarding framework
- Experience in leading teams
- Strong communication; both written and verbal, and excellent interpersonal skills.

- Have a sound knowledge of the NDIA and the implementation of participants individual NDIS plans
- Demonstrated knowledge of and experience and sound understanding of NDIS Terms of Business (in relation to SIL), the NDIS QA & Safeguarding Rules, NDIS Outcomes Framework, Duty of Care, privacy and confidentiality requirements
- An understanding of the financial and budgetary issues that impact the provision of service delivery
- Sound understanding of duty of care, privacy and confidentiality requirements.
- Excellent interpersonal, communication, documentation and organisational skills with the ability to develop rapport and maintain strong working relationships.
- Leadership, negotiating and people management skills.
- Experience in person centred – active support models of service delivery.
- Training, accreditation and previous experience in medication administration
- Current Senior First Aid Certificate
- Current Drivers' License
- Current National Police Clearance (no older than 6 months)
- Current DCSI Clearance

CORPORATE RESPONSIBILITIES

In accordance with current legislation specific to your job role and responsibilities, all staff are required to become familiar with and work in accordance with the *Work Health and Safety Act 2012 (SA)*, *Return to Work Act 2014* and the *National Standards for Disability Services* (the Disability Services Standards).

OTHER RELEVANT INFORMATION

Further Information about Bedford may be found at: <http://www.bedfordgroup.com.au>

I confirm that I have read and understood the Position Description for the position of Client Services Team Leader.

[NAME]

Signed _____

Date _____