

Team Leader, Local Area Coordination

Toowoomba Service Area - Toowoomba

Job Reference Number: TTL2020

Carers Queensland is a NDIS Partner delivering the NDIS in your community



Carers Queensland provides a range of support services to caring families and aims to improve the quality of life for all caring families throughout Queensland.

The person who is successful in this position needs to share the values and philosophies of Carers Queensland and fulfil all legal and statutory requirements associated with this role.

Team Leader, NDIS LAC PITC	
Reports to	Area Manager, NDIS LAC PITC
Direct reports	Local Area Coordinators Administrative Staff
Indirect reports	Nil
Hours of employment	Full time
Contract length	From commencement until June 2021
Salary Award Level	\$90,405.09 per annum full time equivalent. Level CSW 6.1 of the Transitional Pay Equity Order (TPEO) dated 1 December 2012.

1. About the National Disability Insurance Scheme's Local Area Coordination, Partners in the Community Program

The Local Area Coordination (LAC) component of the National Disability Insurance Scheme's (NDIS) Partners in the Community Program (PITC) will:

- Assist people with disability, their families and carers to build and pursue their goals for a good life; exercise choice and control and engage with the scheme
- Ensure that people with disability can be supported outside the scheme by working with communities and mainstream services to build awareness and to become more inclusive of the range of needs and aspirations of people with disability

This approach focuses on the natural authority of people with disabilities and their families and carers as well as the importance of accurate and timely information to enable people to have more choice and control in how they live their lives.

The roll out of the NDIS represents significant generational change, bringing opportunities for people with disabilities to direct and control decision making within their own lives and participating fully within their communities.

2. About the Position

This position works closely with the Area Manager and the other Team Leaders, to lead the delivery of the NDIS LAC PITC program in the Service Area, with a team of staff including Senior LACs, LACs, and administrative staff.

The Team Leader LAC is responsible for the day to day operations, supervision and coordination of the LAC & administrative staff.

The Team Leader LAC will ensure the exceptional performance of this program, and that all NDIS Services Grant Agreement, contractual, quality, statutory and legislative requirements within their delegation, are met for the Service Area.

3. Main Activities

3.1 Leadership & Management

- Coach and mentor staff in the provision of exceptional support to individuals accessing the Program
- Maintain transparent communication throughout the team
- As required, contribute towards policy development
- Lead high standard Workforce Health & Safety practices
- Ensure incidents and risks are managed and responded to in accordance with the Standard Operating Procedures, relevant policies and procedures
- Provide timely and relevant feedback to the Area Manager, NDIS LAC PITC regarding local area service provision, issues, local needs and opportunities for growth and improvement
- Promote a culture of reflective practice and document learnings

3.2 Quality Assurance

- Implement quality audits and program frameworks to ensure the LAC program is operating within the Bilateral Agreement, NDIS Standard Operating Requirements, and Carers Queensland Standard Operating Procedures.
- Ensure staff have the resources required to plan, assess, evaluate and review their work practices and systems
- Implement established evaluation frameworks and analyse data provided to improve performance

3.3 Risk Management

- Ensure staff work within the Workplace Health & Safety accountabilities as part of the WHS Act 2011
- Identify, manage and report on risks using the Carers Queensland Risk Register & Mitigation Plan framework
- Meet all duty of care requirements
- Track and respond to emerging issues to proactively manage risk and mitigation

3.4 Human Resource Management

- Set goals and objectives for each team members' performance and support them to achieve their goals
- Provide regular team meetings, supervision and performance reviews for direct line staff
- Monitor staff progress to achieve performance indicators and targets outlined in the Grant Agreement and staff member KPIs
- Ensure early corrective action such as performance management plans etc., to proactively address any performance concerns.

3.5 Financial Management

- Ensure compliance with Carers Queensland Delegations of Authority policy

3.6 Organisational & Customer Relationships

- Develop strategic, collegiate and productive relationships within and external to Carers Queensland, to ensure the best outcomes for clients, the program and the organisation
- Apply human rights based approaches and be committed to the natural authority of people with disabilities to make decisions about their lives

- Model a service culture that promotes person centred approaches and outcomes, reflecting the rights of people with disability to exercise choice and control over all aspects of their lives
- Resolve issues and complaints as they arise in an effective and timely manner following Carers Queensland complaints processes
- Ensure feedback, compliments and complaints processes are actively embedded into all aspects of the operation of the program and are advised to customers

3.7 Leadership and Teamwork

- Contribute to Strategic & Operational plans and service delivery
- Implement the Local Communications Strategy
- Set objectives, coach, mentor, and manage team performance
- Implement high level change management and conflict resolution practices
- Actively work with the Training Officer to implement relevant training
- Actively contribute positively to the culture of Carers Queensland

3.8 Reporting & Performance Monitoring

- Ensure all key performance reporting requirements as specified by the funding contract, are met
- Contribute to and coordinate daily, weekly, monthly and quarterly reporting
- Ensure all LAC staff are adhering to reporting requirements including compliance with Carers Queensland data recording requirements
- Ensure that the service is addressing participant needs, is compliant with Disability Standards and all associated quality and safeguarding frameworks