



**Values Guiding Our Behaviour:**

**Empowerment | Participation | Support | Accountability | Freedom of Choice**

POSITION	LOCATION	REPORTING RELATIONSHIP
Team Leader	Perth, Western Australia	Service Coordinator

**ORGANISATIONAL CONTEXT**

**History**

WA Blue Sky was set up by a small group of families who had a vision to see their children with disabilities have every opportunity of living a life that was inclusive and integrated into the community and importantly, would meet their support needs as the families withdrew and were no longer able to provide care.

**About Us**

WA Blue Sky provides a wide range of high quality services for people who require support for one or more reasons. We believe every person is entitled to live a life of choice. We treat each person as an individual, understand and acknowledge that you come to us with a history and plans for the future and will work alongside you to develop tailored supports, which are unique to you and focus on assisting you to achieve the life you wish to choose. Our aim is always to support you to have your life, your way.

WA Blue Sky is a major provider of services across the Perth metro region and with us you are partnering with an organisation whose skilled and experienced employees consistently deliver:

- High quality supports
- A tailored approach to service delivery
- A flexible approach to service delivery
- Caring and empathic attitude
- Person Centered approaches
- Effective support plans and regular reviews to support you to achieve your goals

**Purpose**

Enabling people with disabilities opportunities for community integration, that are sustainable and encourage independence

**Vision**

Everyone deserves to live a life of choice

**Values**

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**PRIMARY FUNCTION**

The Team Leader works alongside individuals with a disability, ensuring service delivery is flexible, responsive and person-centred and planned to meet their support/care needs, lifestyle choices and achieve their individual goals and desires.

The Team Leader delivers, whilst also coordinates services provided, ensuring Support Workers are engaged, supported, trained and competent to achieve excellent outcomes. The Team Leader acts a positive role models across all aspects of service delivery and individual care, setting the example for WA Blue Sky's high standards of quality person centred support.

**KEY RESPONSIBILITIES**

**SERVICE DELIVERY**

- Delivery of direct support services in accordance with the detailed plans and needs that have been identified and/or documented
- Conducts regular reviews of progress notes to assess appropriateness of support in place; identifies opportunities for coaching and mentoring of team leaders to improve service delivery
- Identifies and evaluates risks to the organisation; including risks related to people, property, finances and reputation and implements appropriate control measure
- Manages rosters in consultation with the Planning and Quality Coordinator
- Maintenance of all required documentation to an excellent standard
- Enables the development of an action plan in partnership with the Service User and where applicable their family to allow them to take control of their short and long term goals
- Supports the Service User and or the family to develop strategies to reach these goals; acts proactively in researching appropriate programs and actions to inform sound decision making
- Works to build and maintain strong relationships with service users and their families, to support needs assessment and review of service delivery
- Manages minor complaints with a proactive approach to resolving concerns and identifying steps to mitigate future issues; ensures complaints are escalated to the Planning & Quality Coordinator as necessary

**HEALTH AND SAFETY**

- *Conducts regular reviews of all staff conducting their duties, to continually assess and mitigate risks within the workplace*
- Identifies and implements ways to minimise risks and manage hazards and conveys suggestions to the Planning and Quality Coordinator
- Strong role model of Workplace, Health and Safety to all employees at WA Blue Sky
- Promotes a culture of positivity in regards to Workplace Health and Safety; leads positive discussions during team meetings to raise awareness across a wide range of safety topics
- Where possible, removes all obvious and foreseeable hazards/risks that may endanger the health and welfare of Service Users, Colleagues and others

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- Ensures all hazard/accident and injuries are reported accurately and in a timely manner, and where required supports employees to complete and understand the requirements of their role in regards to Workplace Health and Safety
- Use Personal Protective equipment (PPE) when required or directed

**PEOPLE MANAGEMENT**

- Conducts quality 3 monthly performance and planning conversations with all staff, to foster a culture of high performance and engagement
- Ensures all staff have the necessary skills and training to achieve all areas of duties and job requirements
- Responds to conduct or performance concerns in a timely manner, engaging the Planning and Quality Coordinator as appropriate
- Provides professional supervision to support workers, document meetings in a timely, professional, articulate manner
- Coordinates staff meetings, ensuring all staff are given the opportunity to participate and be heard
- Monitors all support workers sick and annual leave; raises concerns to the Planning and Quality Coordinator
- Identifies opportunities to coach and mentor Support Workers; providing the necessary support to achieve strong work outcomes
- Supports the Planning and Quality Coordinator in the recruitment of volunteers or mentors, where identified which will enable service users to access mainstream activities and support the individuals needs in all areas of their life.

**INDIVIDUAL COMMITMENT**

- Maintains a professional approach in the workplace.
- Follows WA Blue Sky Inc.'s conditions of employment, organisational policies and procedures and associated legislative requirements.
- Embraces and integrates WA Blue Sky's Inc. Vision, Values and Purpose into all aspects of the role.
- Consistently represent the organisation, in a positive and professional manner to relevant stakeholders and the community.

**KEY OUTCOMES**

- Effective and timely review and scrutiny of service delivery, ensuring the highest standards of service is delivered to service users
- Regular assessments are conducted to ensure service users' needs are appropriately articulated and planned for
- Excellent feedback is received in respect of service delivery; high customer satisfaction rates are maintained
- Team Leaders are engaged and motivated to delivery strong outcomes; training and compliances are up to date

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- A positive culture of health and safety awareness and action is fostered and maintained; risks are mitigated at the earliest opportunity and employees are informed of how to act appropriately when faced with hazards  
The Planning and Quality Coordinator is fully informed on all areas of service delivery and made aware at the earliest opportunity of any risks to the organisation
- WA Blue Sky's service delivery supports the organisation to achieve business and growth targets; new business revenue streams are identified and acted upon

**QUALIFICATIONS, KNOWLEDGE, SKILLS AND ATTRIBUTES**

**Essential Criteria:**

- Certificate 3, 4 in disability or related field
- Demonstrated experience in a similar role, ideally with a not for profit or community focused organisation
- Drivers Licence
- Strong values base, positive and contemporary attitude to working alongside people with disabilities  
Demonstrated experience in the management of staff, resources and finances
- Demonstrated ability to think and work creatively
- Experienced in communicating effectively with people at all levels and from all sections of the community
- Demonstrated ability to manage complex relationships concerning people with disabilities, families, guardians, advocates, community members and health professionals
- Previous experience coordinating services and supports for people with disabilities
- Demonstrated ability in OSH; able to lead discussion for improvements and establishment of a health and safety culture

**Desirable Criteria:**

- In depth knowledge of supporting individuals with disabilities to achieve their individual needs and goals
- Willingness to be on-call outside of normal working hours
- Willingness to work weekends and evenings as required

**Essential Pre-Employment Requirements**

- National Police Clearance and Working with Children Check or willingness to obtain.

**CERTIFICATION**

The details contained in this document are an accurate statement of the duties, responsibilities and requirements of the job.

I \_\_\_\_\_ have read the Job Description and understand the requirements of the position and accept the responsibilities of the post may change in line with the continuous



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improvements as WA Blue Sky aims to continue to meet its vision, values and purpose and best respond to the needs of Service Users.

Position Holder Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_