



(CO) HR - Service Supervisor

Position Description

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Dept/Service: (CO) Human Resources **Version:** 1.004124
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Stage: Issued

Position Title:

HR - Service Supervisor

Location:

Service Supervisors have a primary office location however they may be required to work in a range of settings within the community including Colac Otway Disability Accommodation (CODA) Inc. managed houses and peoples' private homes.

Classification:

Classification is based on qualifications and experience with the entry point being equivalent to SCHADS 3.1 plus salary packaging.

Primary Objective:

To manage and support a dedicated team to provide high quality supports to people with a disability living in the community.

To promote CODA Inc. in a positive manner to the broader community and provide a welcoming and effective transition to clients and families who are new to the service.

To provide direct care to clients as required.

A Service Supervisor manages a particular stream of service provided by the organisation but may be required to support other supervisors within their role. CODA Inc. currently provides the following streams:

- Individual and community supports for adults
- Children's supports including school holiday programs
- Group based activities
- Employability skills development through the LEAP shop
- Short term accommodation for adults and children
- Shared supported accommodation

All supervisory roles focus on promoting independence and assisting people with a disability to achieve their goals and aspirations in accord with the persons' individual plan and support context. All Service Supervisors encourage individuals to reach their maximum potential, promoting integration and participation in a lifestyle that emulates the general community and encompasses cultural preferences.

Service Supervisors ensure that services are delivered in a manner consistent with:

- CODA Inc.'s Mission Statement, Policies and Procedures
- Department of Health and Human Services (DHHS) Standards
- National Disability Service Standards
- all other relevant policies and legislative requirements

Duties and Responsibilities:

Program Development

- Coordinate and directly provide supports that actively encourage or maintain independence and/or skill development in relation to peoples' goals and plans
- Develop collaborative relationships that will enhance community participation

- opportunities
- Liaise and negotiate as needed both internally and with other agencies, including the National Disability Insurance Agency (NDIA), to ensure the development, implementation and regular review of supports and associated plans reflect the changing needs of the individual
- Maintain effective monitoring processes to ensure supports are appropriate to funded goals
- Regularly attend management team meetings and liaise closely with other CODA Inc. management staff
- Provide accurate and current advice and information to clients, their families and other service providers
- Ensure that clients are aware of their rights and responsibilities and are familiar with the CODA Inc. Complaints procedure

Staff Management

Effectively manage and provide leadership to a team by:

- Fostering a culture of active client support and skill development
- Assisting in the recruitment and selection of staff within the scope of the Supervisors role
- Planning, selecting and allocating resources to best advantage
- Providing both day-to-day and regular performance management, including orientation for new staff
- Ensure that all staff have clear goals and understand expectations for the service
- Working in a manner that demonstrates a commitment to CODA Inc.'s mission and values and promotes each clients' independence and value as a member of the community
- Identify staffing requirements and co-ordinate the development of staff in appropriate skills and knowledge to maximise positive outcomes for clients
- Leading and supporting team members to achieve their potential
- Ensuring professional boundaries are established and maintained
- Providing staff with relevant and accurate information and access to safe systems of work
- Ensuring that rosters are consistent with identified client need; selecting and matching individual staff with the skills and resources required to achieve identified goals
- Sourcing additional expertise or advice as required

Direct Care

Service Supervisors will provide active support as needed and ensure that their team works pro-actively to provide supports that are meaningful, targeted and promote maximum independence and encourage skill development.

Service Supervisors will:

- Implement supports as directed by each individual plan; specifically, the stated goals in regard to employment and skill development
- Foster a supportive environment that will encourage individuals to reach their maximum potential
- Pro-actively identify the changing needs of the individual
- Encourage and promote skill development and independence within the home and the community

- Encourage and assist the individual to identify and access opportunities for community engagement, including education and employment
- Encourage and identify opportunities for inclusion and participation
- Ensure that supports are outcome focussed
- Promote individual rights and responsibilities including the right to privacy, confidentiality and freedom from abuse
- Recognise an support cultural and spiritual diversity of service users
- Promote, encourage and enhance clients' communication skills
- Assist the person with a disability to identify their own needs
- Provide advocacy support or referral when appropriate
- Assist individuals to develop interview and employment skills

In undertaking the above, Service Supervisors will monitor the individuals' health and well being.

Service Supervisors will:

- Provide advice and support to foster independence with hygiene, personal care and wellbeing
- Work collaboratively with key stakeholders
- Ensure notification of any issues of concern to relevant parties
- Foster emotional support and encouragement of personal networks
- Provide support and seek professional assistance as required with management of personal finances, promoting independence at all times

Continuous Quality Improvement

- Contribute to the development, implementation and review of the CODA Inc. Strategic Plan, Quality Plan and Staff Development Plan
- Contribute to the development, implementation and review of Policies, Procedures and Operational Guidelines
- Be actively involved in the development, implementation and review of quality management systems including:
 - monitoring client individual plan development, implementation and review processes
 - monitoring team access to policies and procedures on dKnet and compliance with organisational privacy and confidentiality procedures
 - monitoring the effective use of SupportAbility by staff including recording achievement of goals

Occupational Health and Safety

Service Supervisors will:

- Work pro-actively with clients, Health and Safety Representatives (HSR) Quality Manager and staff to identify and reduce risks
- Ensure the ongoing review and maintenance of work or household equipment, supplies and client personal aids or equipment
- Ensure the completion of Risk Assessments as required for individuals, property, equipment and client related issues
- Identify, report and respond to any OHS issues including challenging client behaviours
- Work in conjunction with the Return to Work Coordinator in developing return to work

- plans ensuring a safe return to work for injured workers
- Provide an on-call and emergency response for the service as negotiated with the Chief Executive Officer (CEO)

General Administration

- Provide reports and documentation within specified timeframes as required by the CEO, CODA Inc. Board of Management, DHHS and NDIA
- Establish and/or maintain systems to ensure accurate and up to date client records
- Complete all required documentation, including case notes and incident reports in a timely and accurate manner
- Ensure that client confidentiality and privacy and service confidentiality is maintained at all times

Reports To:

The Service Supervisors report directly to the CEO

Qualifications:

Service Supervisors in this role require:

- Certificate IV or above in Disability Work or a related field
- Demonstrated experience in the disability and/or community services field
- Well developed communication, interpersonal and numerical skills
- Demonstrated high level administration, problem solving and computer skills
- Prior experience in team leadership
- Capacity to work effectively unsupervised
- Demonstrated diplomacy and adaptability
- A commitment to an inclusive community
- A willingness to undertake further training as required

Accountability:

CODA Inc. is managed by an elected volunteer Board of Management.

The CEO manages the day to day operations of the organisation and is accountable to the Board of Management.

The Service Supervisors are accountable directly to the CEO.

Other Requirements:

Compulsory Requirements

- Availability to work shift work as rostered and/or weekend work and sleepovers where specified. Service Supervisors may also be required to be on call at specified times
- A current Victorian Drivers Licence
- A current Certificate of Currency for Comprehensive Car Insurance is required to enable the authorisation of private vehicles for business purposes as use of personal vehicles may be required from time to time
- A clear National Police Check
- A clear Disability Workers Exclusion Scheme (DEWS) check
- A current Working with Children Check
- A current Level II First Aid Certificate and current CPR training

General Requirements and Expectations

All staff at CODA Inc. are expected to read and acknowledge key Policies and Procedures that are identified in the CODA Inc. Orientation Manual. These are stored on dKnet, a document management system that is available to all staff.

General Information

CODA Inc. is a smoke free environment.

The Service Supervisors may be required to perform other duties as required.

Persons from Aboriginal and Torres Strait Islander backgrounds or other culturally and linguistically diverse communities are encouraged to apply.

CODA Inc. is an Equal Opportunity employer

Conditions of Employment:

Service Supervisors are employed with conditions of work according to the Colac Otway Disability Accommodation Inc. and HSU Disability Services Union Collective Agreement, 2006 - 2009

Key Responsibilities and Key Performance Indicators:

Corporate Values

- The core values of the organisation are reflected in decision making and every day practice
- Awareness of and compliance with CODA Inc. policies and procedures is demonstrated
- Evidence of participation in continuous quality improvement activities is present
- CODA Inc. Code of Conduct is adhered to
- A safe working environment is promoted at all times
- Adherence to Human Rights and Equal Opportunity principles is demonstrated
- Treats key internal and external stakeholders with respect
- Gives required service/information in a timely and professional manner.

Service Delivery

- Evidence of effective outcomes or improvements for clients is present
- Demonstrates reflective and evidence based practice
- Demonstrates knowledge of the implementation of the NDIS and it potential impacts
- Demonstrates an ability to build knowledge of client and staff issues and develop strategies to improve practice
- Provides high quality support and seeks appropriate referrals as required
- Demonstrates cultural sensitivity and adjusts personal style in response to individual circumstances and preferences
- Respects individual and organisational privacy according to CODA Inc. Policies and procedures
- Actively participates in the review and development of policy and utilises organisational policies and procedures to guide work practices
- Ensures clarity of understanding of required work, fulfills program and project responsibility and achieves performance targets
- Utilises feedback from complaints to improve service delivery
- Contributes to the enhancement of quality practices and ensures that own work meets quality and compliance requirements
- Contributes to the identification of OHS risks and hazards and ensures safety in own work context
- Meets all reporting requirements within established timelines

Leadership and Teamwork

- Leads by example by demonstrating a professional and conscientious approach to own

work

- Works innovatively to enhance working practices and guides team planning
- Offers constructive feedback and provides balanced and informed perspectives at team meetings
- Recognises difference of opinion and works towards the resolution of team conflict
- Builds team spirit and supports professional development for team members
- Writes accurate, clear and informative reports and communications that meet the needs of their intended audience
- Maintains professional boundaries and standards
- Maintains effective communication with the team at all times through constructive feedback, balanced and informed perspectives, clear and respectful messages and accurate information
- The team demonstrates understanding of work requirements, expected standards and achieves performance management targets
- Conducts regular staff meetings as directed and keeps accurate minutes

Summary of Specific Responsibilities

Be aware of and comply with the organisations policies, procedures and other associated documentation relevant to the role.

Professional Development Review:

In accordance with the organisation's development and support processes all supervisors and employees will use the Annual Professional Development Review (PDR) template when developing the annual review and the Professional Support Session (PSS) template when conducting support sessions.

Further information can be obtained from the Professional Development Review and Support Procedure.

Employee/Volunteer Statement:

I have read, understand and accept the above Position Description for (CO) HR - Service Supervisor.

Signed: Date: ... / ... /

Name:

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