

Position Title	Team Leader Accommodation Services	Department	Accommodation Services
Reports to	Senior Team Leader Accommodation Services	Effective date	August 2022
Responsible for	Second In Charge of Accommodation Services Team with 10 indirect reports	Location	Nunawading VIC

Organisation Overview	<p>Expression Australia (formerly Vicdeaf and Tasdeaf) connects people to the life they want to lead - through ensuring better access, inclusion and equal opportunity.</p> <p>Expression Australia is an iconic and progressive community organisation, rapidly evolving commercially oriented business and leader in providing services to people who are deaf, hard of hearing or who experience barriers to participation.</p> <p>Expression Australia's vision and mission empower people to achieve better economic, cultural, social and civic participation in the community.</p>
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Role Overview	<p>Accommodation Services provides 24/7 residential service to Deaf/HOH residents with various disabilities. The role of Team Leader – Accommodation Services is varied, undertaking Residential Support Worker duties during the rostered shifts, whilst providing back up support to the Senior Team Leader AS, in the day-to-day running of the Accommodation Service. Also act in charge (2IC) of Accommodation Services every second weekends, during Senior Team Leader AS leave or as directed by Senior Team Leader AS. In charge role includes maintaining supporting AS team, with supervision and SIL (Support Independent Living) outcomes by providing residents in building and maintaining their individual capacities to live the life they wish to lead independently within the accommodation setting and the wider community.</p>
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Job Specific Responsibilities	
<i>Key performance indicators will be clearly defined through the performance planning process.</i>	
Contribute to the achievement of Expression Australia's strategic objectives	<ul style="list-style-type: none"> • Advance Expression Australia strategic plan and its vision through executing the organisation's strategic priorities • Model behaviours that are consistent with the mission and beliefs of the strategic plan • Model behaviours that reflect our values
OHS & Quality Compliance	<ul style="list-style-type: none"> • Take reasonable care for their own health and safety, and health and safety of others • Adhere to OHS guidelines • Adhere to the organisation's Quality framework
Capacity Building	<ul style="list-style-type: none"> • Build residents' capacity to increase their quality of life within different areas of their lives including social and community participation while exercising choice and control • Provide core support enabling residents to live independently within the accommodation setting in the context of physical health, safety, spiritual and emotional wellbeing and attend relevant appointments • Contribute to support resident achieve individual plan & NDIS goals by providing tailored support for each resident where appropriate
Professional Compliance	<ul style="list-style-type: none"> • A good understanding of the current Disability Act 2006, DHHS Standards 2012, NDIS Code of Conduct and NDIS Practice Standards and all other relevant legislations • Good NDIS awareness and knowledge • Adherence to maintain administration and reporting requirements in a timely manner, including but not limited to incident reporting, maintenance, case notes, communication book and handover meetings • Works autonomously within a team environment and efficiently supports residents of varying levels of complexity to achieve their goals/tasks • Actively promote a safe working environment within Accommodation Services premises and within the wider community

Keyworker Responsibilities	<ul style="list-style-type: none"> • Take responsibility for 1 or 2 key residents depending on permanent rostered hours • Develop professional relationship with key resident • Support resident to maintain contact with family members if resident wishes to do so • Conduct annual Individual Plan meeting for key resident • Ensure routine medical appointments are organised on residents' annual planner yearly • Information regarding medical appointments are accurately recorded including any follow up required • Keep residents' general and medical files in order and archive old records annually or when required • Submit Key Worker Report for each key resident to Senior Team Leader monthly
Team Leader Duties	<ul style="list-style-type: none"> • Staffing Management; provide support, training and supervision • Ad hoc and additional administration duties are followed up as requested by Senior Team Leader • Ensure AS roster is fully staffed, and vacant shifts are covered when needed • Senior Team Leader is notified of staff performance issues • When the Senior Team Leader is on Annual Leave, his/her duties and responsibilities are completed by the Team Leader where reasonably required • Emails and messages on the work mobile are monitored with all incidents/issues/messages responded to in a timely fashion • Incident Reporting Management
Additional Duties	<ul style="list-style-type: none"> • Undertake other duties where reasonably required • Participate in monthly team meeting • Participate in direct supervision with Senior Team Leader • Undertake responsibility in maintaining own professional development

Values			
Respectful	Behaving ethically appropriate, respectful of culture, history and community and providing person centred services to clients and others	Diversity	Showing respect for diverse backgrounds and experiences
Adaptive/Resilience	Demonstrating and developing individual coping strategies	Progressive	Innovating and looking at ways to improve the lives of our clients and communities
Inclusive	Working effectively and engaging with others to achieve a common goal		

Knowledge, Skills & Experience
<p>Essential</p> <ul style="list-style-type: none"> • Leadership experience and qualities • Good understanding of NDIS and DHHS system relating to residents and accommodation needs, • Knowledge and understanding of Deaf and Hard of Hearing issues, including social, linguistic and educational impacts of deafness • Broad community awareness and experience in navigating the wider community on many levels; strategies, etc. • Experience working with people with various challenges; mental health, additional disabilities, and/or from non-English speaking backgrounds • Excellent communication, interpersonal and conflict resolution skills • Experience in cooking, food safety and hygiene • Experience and awareness with OHS, infection control and prevention. • Current drivers licence <p>Desirable</p> <ul style="list-style-type: none"> • Awareness of relevant technology and assistive devices

Education / Qualifications / Certifications/ Memberships
<ul style="list-style-type: none"> • Preferred minimum Certificate III in Community or Disability Services or other relevant Qualification/s • First Aid Level 2

- Auslan Level 3
- Current drivers licence

Travel Requirements

- Where applicable as depending on your shift

I acknowledge that I have read, understood and accept the duties, responsibilities and obligations of the above position description. I understand that this position description is a guide and reasonable additional duties may be requested of me during the course of my employment. This position description will be reviewed annually to maintain its relevancy and meets organisational objectives.

Employee signature _____

Date _____