

Local Team Leader

Permanent full-time: 35 hours a week
\$65k to \$70k annual salary
+ super and salary packaging

Are you a self-motivated community Support Worker or Team Leader looking to take the next step in your career? Join Holdsworth and be part of a dynamic organisation that makes an impact on people's lives every day. The Team Leader role will give you:

- Lots of flexibility, above award wages with salary packaging and tax benefits available
- Opportunity to further your professional development

If your dream is to work in an innovative organisation, partnering with people and their families to make a difference lives everyday - then this role is for you. Holdsworth is a local values driven organisation experiencing substantial growth. We operate in the South East of Sydney with over 100 staff members and 50 volunteers working in partnership with our clients. Our clients include:

- Older people who may be living alone, experiencing social isolation, living with dementia or need assistance with their health and wellbeing;
- Children and adults living with intellectual disabilities;
- Their families and care givers.

The Role

We are seeking an experienced Team Leader or Support Worker ready to take the next step in their career. The Local Team Leader will demonstrate their experience by providing support to people with more complex needs such as dementia, chronic illness, mental health issues or complex behaviours. The Team Leader will also work alongside the Local Team Coordinators to develop a highly skilled and committed team of Support Workers.

Core Duties

- Promoting and delivering person centred services;
- Maintaining a caseload of individuals with more complex needs within a local area;
- Identifying individual's interests to link them to local activities and others with shared interests;
- Seeking feedback from individuals, family and staff to conduct reviews and service improvements;
- Liaise with individuals and their families to monitor and respond to falls or changes in well being
- Coaching and buddying Support Workers;
- Completing personal engagement plans for Support Workers;
- Supporting the recruitment and induction of new support workers and volunteers into the local team.

About You

This role would be ideal for someone who meets the below criteria:

- Minimum 1 years' experience of direct 1:1 support work;
- Skilled at providing personal care, medication administration and assisting people with complex support needs;
- Strong knowledge of supporting older people, including people living with dementia and people living with a disability;
- Knowledge of the Aged Care National Disability Insurance Scheme (NDIS) and systems;
- Strong desire to work in partnership with people to generate meaningful outcomes with a commitment to an individualised approach and social connection;
- Excellent communication skills and demonstrated ability to work effectively with community members, Carers, families, staff and other agencies;
- Strong time management skills;
- Ability and willingness to work as part of a dynamic team as well as independently;
- A current, Class C Driver's Licence and own comprehensively insured vehicle; and
- Tertiary qualifications in social work, disabilities, nursing, community services or similar will be advantageous.

Benefits

- Flexible working arrangements;
- 35 instead of 38-hour work week;
- Salary packaging;
- Mobile phone;
- Regular training opportunities;
- Opportunities for career progression;
- Values driven work environment.

Application:

Apply now to join us and make a real difference to people from all walks of life. Holdsworth celebrates diversity and welcomes applications from everybody who fits the criteria for the role.

Please download the Job Description from our website: <https://holdsworth.org.au/work-with-us/> and please call Simon Wise on [02 9302 3600](tel:0293023600) to discuss the role.

Should you wish to apply via email, your application can be sent to simon.wise@holdsworth.org.au

Please note: Interviews will take place upon application. Although we appreciate the time and effort of all applicants, unfortunately only shortlisted applicants will be contacted.

POSITION DETAILS

Position Title:	Local Team Leader
Position Aim:	To lead a team of direct support workers delivering outcomes that enable older people and people living with a disability to have healthy and meaningful lives, connected to their local community.
Reporting to:	Local Team Coordinator/s
Reports:	Local Team Support Workers
Award Placement	SCHCADS Award Level 3
Position Based:	Office and Community
Position Status:	Full Time
Hours:	35 hours per week – Monday to Friday

All positions at Holdsworth are classified under of the Social, Community, Home Care and Disability

Services Industry Award 2010. Remuneration will be negotiated based on experience.

Special Requirements:

- ✓ All employees of the Centre must undergo a National Criminal check, NDIS Screening Check and have a current Working with Children background check.

A. Key Areas of Responsibility

➤ Participants

- Promote individualised opportunities for participants which support their goals and aspirations;
- Promote participant's rights and communicate their responsibilities;
- Get to know local participants as well as their carers/family and understand their individual circumstances;
- Work in partnership with the participant and their carers/family to identify key issues impacting on the participant's health, well-being and connection to the community and develop strategies to respond to these;
- Identify participant's interests and link them to local community activities and others with shared interests;
- Be aware of participants goals and strategies identified at assessment and communicate these to direct support staff;
- Provide information, advice and referrals to people about Holdsworth programs, services and events;
- Seek feedback from individual, support worker and family to conduct reviews for people with lower level support needs;
- Ensure feedback is recorded appropriately and used for improvement;
- Engage clients and family/carers in all decision making;
- Ensure appropriate records are kept of participant information on Holdsworth's database;
- Promote the safety and wellbeing of participants at all times.

➤ Services

- Manage own time and rosters autonomously to deliver meaningful outcomes;
- Maintain a caseload of people with more complex needs within a local area;
- Provide flexible support that responds to a participant's preferences and routines;
- Provide holistic home support that encompasses a range of individual's needs such as personal care, medication administration, meal preparation, domestic assistance and social connection;
- Think creatively about program activities for participant groups which will deliver meaningful outcomes for participants and respond to their interests;
- Actively facilitate planning sessions with participants, support workers and coordinators;
- Update individual support plans to reflect and respond to changing needs;
- Use appropriate PPE at all times and devices as supplied by Holdsworth;
- Report any admissions, issues, accidents or incidents to the Coordinator within 24 hours (or immediately, dependant on severity) and submit appropriate supporting documentation within designated timeframe;
- Use receipt book when handling cash;
- Maintain up to date knowledge of programs and services offered by Holdsworth;

- Consult regularly with the coordinator(s) and manager(s) regarding complex client issues.

➤ Staff

- Be a role model for direct support staff and colleagues;
- Brief and buddy with direct support staff prior to service commencement;
- Support, motivate and coach direct support staff;
- Organise regular team meetings with your local team;
- Meet regularly with Local Team Leaders in other areas;
- Liaise with staff relating to disputes, grievances or poor performance; and where necessary refer to the Coordinator or Manager as required;
- Promote safety and well-being of staff at all times; and
- Identify and highlight to Coordinators and Managers professional development areas that will enhance their own skills and those of their team.

➤ Community Partners

- Build positive connections with other health services and resources in the local area;
- Represent Holdsworth in the community in a positive manner;
- Assist with events, fundraising, communication and information dissemination for Holdsworth Community as requested.

➤ Governance/Administration

- Report incidents as per Holdsworth policy, including clinical indicators;
- Keep all records (shift reports, rosters and documentation) up to date in a timely fashion;
- Consider continuous improvement methodology in all aspects of operations;
- Comply with Holdsworth policies, procedures and Code of Conduct at all times;
- Promote WH&S, equal opportunity, anti-discrimination throughout the organisation; and
- Other duties related to position as directed by the Coordinator or Manager

B. Key Performance Indicators:

- Positive interaction with staff, participants, their carers, families and the wider community as evidenced by positive feedback from stakeholders;
- Successful planning and implementation of strategies that support individuals to remain connected in their local community, evidenced by positive feedback and achievement of individual's goals;
- Positive contribution to the motivation and morale of the Holdsworth team; and
- Evidence of accurate and relevant recording and reporting of data.