



Position:	Team Leader (SIL)
Reports to:	Manager - Service Delivery
Direct Reports:	Senior Support Workers and Support Workers
Location:	Newmarket, or as directed
Award/Classification:	Social, Community, Home Care and Disability Services Industry Award 2010
Classification:	Social and Community Services
Financial Delegation:	Nil

OUR VALUES:

Mamre exists so that all people are contributing to the richness of a diverse society and are respected and valued. Mamre is an active, intentional Community that works in partnership with individuals with disabilities and their families and communities to:

- Facilitate opportunities with people to realise their hopes and dreams of leading valued lives of their choosing now and into the future.
- Assist people to build and sustain meaningful relationships within their communities and the Mamre community.
- Influence society to effect change so that people are taking their rightful place in their communities to enrich all.

Integrity	We ensure our actions reflect our values through honesty and fidelity
Justice	We actively work towards upholding the rights, dignity and self-determination of all people
Community	We welcome, serve and celebrate one another and share our diverse gifts and vulnerabilities as we journey together
Simplicity	We value people other things and systems as well as embracing humility and faith
Hospitality	We nourish each other in a spirit of reciprocity, warmth and genuine acceptance

At Mamre, we all contribute towards a healthy organisational culture by demonstrating an alignment between workplace behaviour and the values and expectations Mamre espouses to.

ROLE PURPOSE:

1. To ensure each person with a disability is supported to live a good life, in their own home and local community.
 2. To work collaboratively and supportively with families/other support structures as required.
 3. To provide transformational leadership to small teams of Senior Support Workers and Support Workers.
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KEY ACCOUNTABILITIES AND RESPONSIBILITIES

Leadership:

- Mentor, coach and support team members
- Act as role model to team members
- Work in right relationships
- Build a small team around the person with committed people who share values in common with the supported person and their family/other support network

Financial:

- Create and manage service agreements
- Ensure service provision is provided within the supported person's NDIS budget

Supported Person:

- Liaise and work with the supported person and their family/other support network to ensure the person's vision of life as a valued member of the community becomes a reality
- Ensure the person's fundamental needs are met
- Ensure the person's needs are addressed in a responsive and personally relevant manner
- Uphold the customs important to the person's life
- Espouse the person's humanity, beauty, talents and gifts are recognised and celebrated
- Ensure positive imagery of the person
- Ensure protection in relation to vulnerabilities
- Ensure the safety of the person at all times
- Remain loyal to the person over time
- Defend privacy and integrity
- Ensure institutional practices are avoided, including supporting daily life in ways that do not restrict the person to segregated settings with others who have a disability

Cultural:

- Foster a relationship of trust with the person with disability and their family/support network
- Valuing the involvement of family and friends in the person's life
- Facilitating connections between formal and informal supports

Organisational

- Liaise with relevant organisations or services in relation to complex matters associated with service delivery
- Develop or facilitate the development of training packages
- Undertake on-call duties as required
- Perform all administrative requirements of the role
- Undertake investigations in relation to complaints or incidents
- Ensure organisational policies and procedures are complied with

KEY CAPABILITIES**Knowledge, Experience and Skills**

- High level of written and oral communication skills with demonstrated ability to communicate complex information to a variety of audiences;
- Flexible, adaptable and a commitment to achieving results;
- Ability to work independently and as a team member and maintain strong team commitment;
- Strong relationship building skills;
- Demonstrated effective planning and organising skills in a high volume work environment with the ability to deliver multiple outcomes within tight timeframes and with attention to detail;
- High level negotiation skills;

- Demonstrated people management skills;
- An understanding of positive behaviour support and an ability to develop this understanding in others;
- Demonstrate initiative in finding solutions to complex organisational and individual support related matters;
- Ability to analyse data and apply to the development and implementation of person centred strategies;
- Proficient with Microsoft Office.

Qualifications/Licences (*qualifications, licences, or education required or desirable*)

- Relevant degree with relevant experience; or relevant qualifications and/or substantial years of relevant experience;
- Study in behaviour support highly desirable.
- Current first aid and CPR qualifications;
- Current Australian driver's licence;

KEY RELATIONSHIPS**Internal:**

- Finance Manager, Operations
- Intake Officer
- HR/Payroll Officer

External:

- Family and support network of supported persons
- National Disability Insurance Agency
- Service Providers
- Supports Coordinators

POLICIES AND WORKPLACE PRACTICES

All Mamre Association Inc employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times. It is expected employees will:

- Uphold Mamre values
- Be respectful towards the organisation, colleagues, clients and general public
- Act collaboratively with all colleagues
- Act in a safe and responsible manner at all times
- Participate and take leadership in the ongoing nurture and development of the Mamre Community.