

## POSITION DESCRIPTION

<b>Position:</b>	House Supervisor (Supported Independent Living)
<b>Classification:</b>	Full Time ( <i>including administration and direct care hours</i> )
<b>Award:</b>	Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010
<b>Qualifications:</b>	<p>A university tertiary qualification in Human Services or an Advanced Diploma in Community Services or equivalent qualification is desirable.</p> <p>Alternatively, a Certificate IV in Disability Studies or equivalent is essential.</p>
<b>Probationary Period</b>	Six Months
<b>Hours &amp; Days of Work:</b>	As per roster. Sleepover shifts will be required
<b>Salary &amp; Entitlements:</b>	Level 4 with salary sacrifice benefits
<b>Reporting Structure:</b>	Report directly to the Operations Manager
<b>Primary function:</b>	<p>To manage and coordinate Southern Stays Supported Independent Living program in accordance with individual participant's needs, policy and procedures and NDIS guidelines.</p> <p>To provide positive leadership to a team of disability support workers.</p>

### Specific Duties:

1. Manage and support Disability Support Workers to **plan and implement Southern Stay programs** and supports in accordance with individual needs and goals, Southern Stay Policies and Procedures and Legislation and industry guidelines e.g. NDIS Practice Standards, Child Safety Standards, NDIS Code of Conduct, Zero Tolerance, etc.
2. Provide and promote **high quality, person centred active support** and **community inclusion** as per the Disability Support Worker position description. This includes supporting participants with personal care, community access, mobility, communication, health, medication, behaviour and supporting friendships and social connections (including advocacy support).
3. Provide **positive leadership** to support workers through managing, supervising and coaching to ensure:
  - A **high quality, person centred, service provision** is provided to all participants
  - Staff perform their **duties** in an effective and efficient manner and **rosters** are prepared in line with SCHADs or EBA.
  - Staff **supervision and development** occurs with all staff – including recruitment, orientation, training and performance reviews.

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- Cooperative working **relationships** are established and maintained with participants, their families, guardians, other service providers (e.g. day programs, allied health) and the community as appropriate.
  - **Information, resources and equipment**, to assist in a participant's program are supplied and maintained.
4. Promote and work within Southern Stays **values** (participant focus, respect, empowerment, dignity & inclusion) and **guiding principles** (trust, respect, being approachable, respectful communication and teamwork approach)
  5. Establish and embed **NDIS values** in organisational culture and practice. Promote and reinforce the principles of the NDIS, such as upholding human rights, celebrating diversity and respecting the voice of those with lived experience.
  6. Ensure a safe environment is maintained at all times in accordance with **OH&S** guidelines and procedures. Report workplace risks, hazards and employee incidents and undertake emergency response procedures
  7. Contribute to the **complaints management process** for participant/family complaints and staff grievances in accordance with Southern Stay Policy.
  8. Contribute to program and participant **risk management processes**, ensuring corrective and preventive measures are identified, documented and communicated.
  9. Ensure the **incident management** processes are followed for participant and employee incidents. Communicate with Operations Manager the progress of the incident report and any issues arising that require immediate action. In consultation with the Operations Manager, contribute to NDIS reportable incidents reports as per the NDIS guidelines
  10. Participate in Southern Stays **Quality Management**, including but not limited to the review and dissemination of Southern Stay's: policies, procedures, forms, brochures and other documentation involvement in quality audits internal auditing of Southern Stay's processes (as identified in the Quality Manual)
  11. Contribute to administration, implementation and reporting of **health and behavioural intervention strategies** including positive behaviour support plans, restrictive interventions and high intensity health management plans (where applicable).
  12. Collaborate with the Operations Manager to administer and monitor **financial matters** in relation to the house including budgets, income/expenditure, SIL Roster of Care, schedules of supports and participant hours. Ensure that participant funds are monitored and expended in accordance with the program requirements, policies and procedures and the NDIS guidelines.
  13. Collaborate with the Assets Coordinator to ensure that scheduled **maintenance** checks occur and that the building fabric, equipment, grounds and gardens at the residence are maintained in a safe and satisfactory condition.
  14. Ensure all individual participant **documentation** is completed, reviewed and updated as required and that all records and data is recorded in the agencies Carelink+ Client

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Management Software (e.g. profile, service plan, high intensity plan, behaviour support plan, **emergency management plan**, medical records, participant notes etc)

15. Arrange and participate at houses staff meetings and resident meetings. Participate in **agency meetings** e.g. leadership team meetings, AGM
16. Prepare a **monthly management report** on the operations of the programs to the Operations Manager in a timely and concise manner.
17. Contribute to Southern Stay emergency **on-call system** as required
18. Take on **higher duties** during periods of other managers leave as required
19. Other appropriate duties as directed by the Operations Manager

### Key Selection Criteria

#### Mandatory Requirements

- NDIS Worker Screening Check (*or be prepared to obtain*)
- A current Victorian Working with Children Check (*if required*)
- Availability to work after hours, overnight and on weekends
- Current Australian Drivers Licence
- Level 2 First Aid (*or be prepared to obtain*)
- Access to a mobile phone (*with internet access*)
- COVID19 Vaccination

#### Professional Experience

- Demonstrated experience and/or interest in working with people with a disability, families, service providers, advocates and/or other stakeholders (Desirable)
- or
- Previous experience in a relevant industry or service (e.g. aged care, child care) OR an equivalent level of expertise and experience (Desirable)

#### Skills/Key Attributes

- A positive attitude towards the rights of people with a disability. A commitment to real choice, community inclusion and supporting people to achieve their goals. Empathy and understanding of the needs and challenges facing people with disabilities and their families/guardians.
- Well-developed **interpersonal skills** and the ability to build relationships with all stakeholders. This includes the ability to liaise with participants, and/or their families/guardians and other stakeholders.
- Personal **initiative** including an ability to identify and introduce improvements to processes.
- **Problem solving skills**. An ability to successfully troubleshoot problems arising in the day to day operations of the programs. A pragmatic and prompt decision making capability when confronted with complex issues. The ability to remain calm during difficult situations.
- A commitment to **teamwork**. To work as part of and contribute to a team. To work within the guiding principles of trust, respect, being approachable, continuous improvement and teamwork
- An ability to work **independently** as well as part of a team.

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- Well-developed **organisational and time management skills**. An ability to effectively organise tasks and meet deadlines.
- **Digital literacy** including an ability to use emails, Microsoft Office Suite and Client/HR Management Systems.
- Effective **written and verbal communication skills** and a demonstrated ability to prepare reports and case notes.
- Understanding of basic book keeping and **financial management**
- Being **open to learning**
- Being able to manage personal **stress** and carry out all **physical aspects** of the position
- A strong sense of **accountability and confidentiality**
- **Adaptability** – being comfortable working in an environment of ongoing change.

The ability to maintain confidentiality and privacy is essential.

INHERENT PHYSICAL REQUIREMENTS OF THIS POSITION			
	Frequency Required		
	Often	Sometimes	Rarely
Bending		√	
Computer based tasks	√		
Driving		√	
Kneeling		√	
Lifting		√	
Sitting	√		
Standing	√		
Walking	√		