Role Description

Government of South Australia

human services

Role title:	Classification:
Team Supervisor	DIS3
Division/Business unit:	**Reports to:**
Disability Services	Team Leader

Role purpose:

The Team Supervisor is a role within Disability Services and is accountable to the Team Leader for:

- supervising, coaching, and assisting Disability Services Officers to provide consistent, safe, and quality care and support to the people supported by the organisation.

Key outcomes and accountabilities:

1. Consistently implement client plans and programs including NDIS plans by providing day-to-day coordination and guidance to direct support staff.
2. Provide direct support to the people we support and assist in the implementation of development programs.
3. Coordinate, supervise, participate and oversee the provision of quality services in all aspects of daily living, including provision of direct support to the people we support where required.
4. Advocate for and facilitate the access of people we support to community services and resources.
5. Promote and facilitate choice to the people we support including the participation in personal decisions.
6. Supervise personal care practices of Disability Service Officers to maintain standards of care at all times.
7. Provide front line leadership to Disability Services Officers including front line management of issues and concerns including performance, interpersonal conflict and behavioural matters.
8. Lead and monitor the performance of staff and team to deliver quality services in line with DHS's Strategic Plan, Disability Services Support Staff Guidelines and day to day care practices.
9. Contribute to a work environment where staff are challenged to develop their competence and, encouraged and provided with opportunities for professional development.
10. Monitor compliance with workplace and other related legislative requirements.
11. Manage a roster of staff to maintain service delivery across Disability Services sites.
12. Lead and monitor the provision of accurate documentation and case file information for people we support and other organisational records.
13. Work collaboratively in developing productive working relationships with peers, staff and stakeholders

Note: Any other responsibilities in line with the classification level of the role as assigned by Line Manager and/or the Department. The responsibilities as specified above may be altered in accordance with the changing requirements of the role.

Special conditions:

• Successful applicant will be required to hold a National Police Check (NPC) and satisfactorily complete an Employment-related Screening Check where this is required for the role, prior to being employed.

• Must hold a current Australian issued Driver's Licence (equivalent to minimum class 'C' – South Australian), which must be maintained. Incumbent must be willing and able to drive all government vehicles within their licence classification during the course of their duties.

• All personal employed within the Disability Services Officer Group will hold a Senior First Aid Certificate prior to appointment, which must be maintained.

• Required to work across multiple worksites and/relocated to other worksites as required.

• May be required to work rosters over 24 hours on a seven day per week basis.

• Incumbent must be vaccinated against COVID-19 with a Therapeutic Goods Administration Authority (TGA) approved vaccine and provide proof of vaccination status prior to being appointed to the role. Further, incumbent must promptly receive any further COVID-19 vaccination(s) or booster vaccination(s) approved by the TGA, which are available to them to access.

Key Relationships/Interactions:

• Team Leader (direct manager)

• Disability Services Officers (direct reports)

• Area Managers

• People we support and their families/guardians

• Fellow Team Supervisors

• Business Performance Officer

• Quality & Safeguarding Officer

• Capacity Building Officer

• Service Coordinator

• Registered Nurse/Enrolled Nurse as required

Budget/Delegations:

No budget or delegations accountabilities for this role.

DHS expectations and values: (Organisational contribution)

- Understand and follow workplace safety initiatives, identify hazards and contribute to a safe working environment, as well as follow procedures to manage and minimise risks within DHS.
- Follow the principles of a sustainable working environment by following departmental greening initiatives.
- Model ethical behaviour and practices consistent with the SA Government Code of Ethics for Public Sector Employees, Values and DHS Working with Children and Young People Code of Conduct
- Understand and follow the principles and practices of the Information Sharing Guidelines for Promoting Safety and Wellbeing (ISG) and the DHS Appendix to the ISG to facilitate appropriate information sharing practice within the context of this department.
- Take action and provide services that are inclusive of Aboriginal people and people from culturally and linguistically diverse backgrounds, as well as engaging in learning about other cultures to better establish relationships and improve services.

Role specific capabilities: *(Skills, experience, knowledge, attributes)*

1. Disability Awareness: demonstrate an understanding of the nature of disability and the impact for individuals, families and society.

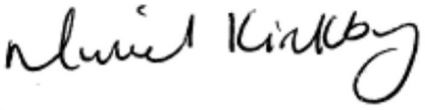
2. Building Teams: develop effective working relationships, and provide advice and communicate effectively with management, staff at all levels and with a diverse group of individuals.
3. Initiative: take prompt action to solve problems, act decisively on own judgement and look to go beyond job requirements to achieve objectives
4. Assistance and Support: provide assistance and support to people with a disability and their carers through personal care, developmental opportunities and experiences.
5. Attention to Detail: check accuracy of information, follow procedures and processes to avoid errors and take corrective action to minimise mistakes and notify others when appropriate.
6. Interacting with Technology: interact with required systems and applications including Riskman, house iPads, DHS intranet and Microsoft Outlook efficiently and adapt to changes in technology and/or systems.
7. Administrative Experience: utilise experience in administration and clerical duties.

Qualifications:

Essential: Certificate III in Community Services, Disability, or an equivalent qualification in an appropriate disability related discipline.

Desirable: Certificate IV in Leadership and Management (BSB42015)

Key leadership competencies and expected behaviours at this classification:
Understands strategic direction ☒ Understands the shared vision for the business unit (BU). ☒ Understands purpose and expectations and strives to reach collective goals. ☒ Considers multiple perspectives and organisational context of their role. ☒ Maintains a continuous learning approach and adapts to changes. ☒ Solves ad hoc problems; evaluates alternative solutions and makes recommendations.
Addresses clients' needs ☒ Delivers results and improvements to meet agreed outcomes of their role. ☒ Positions own role and skill development to meet the needs of the team. ☒ Makes effective and well-informed decisions about routine issues affecting the team and individual role. ☒ Abides by the laws, regulations and policies that apply to their role. ☒ Holds self-accountable for achieving outcomes and communicates progress with manager. ☒ Monitors and acts on feedback to improve own performance. ☒ Builds technical knowledge in own role to support organisational objectives.
Contributes to service delivery excellence ☒ Takes accountability for delivering assigned objectives. ☐ Gathers and investigates information from diverse sources to keep abreast of new developments and changes in the SA public sector environment. ☒ Provides ongoing feedback to others. ☒ Seeks out and participates in learning opportunities that will help meet agreed performance standards. ☒ Strives to deliver excellent customer service by understanding needs. ☒ Manages time and other resources effectively.
Engages in positive working relationships ☒ Acts professionally within the boundaries of the organisation. ☒ Conveys facts, concepts and technical information adapting communication style to meet the audience. ☒ Listens to different ideas and discusses issues with consideration and care. ☒ Readily shares information and promotes a friendly, inclusive environment. ☒ Participates in professional networks and forums with team members, stakeholders and clients. ☒ Responds appropriately to others in an open and honest manner.
Demonstrates personal drive and professionalism ☒ Behaves consistently with the principles, values and ethics of the organisation. ☒ Acts confidently when providing advice and information; acknowledges mistakes and learns from them. ☒ Remains positive and focused on achieving objectives in difficult circumstances. ☒ Seeks opportunities to build knowledge, skills and self-awareness. ☒ Understands, values and responds to diversity, and treats people with respect. ☒ Looks after own health, safety and wellbeing, and raises concerns where necessary.

Approval:		
Assessed by: Tracey McGlenchy, HR Business Partner. Reviewed by:: Andrew Beckmann, HR Business Partner		Date: 14 February 2022 Date: 25 May 2022
Approved by: Muriel Kirkby, Director, Disability Services		Date:14 February 2022