



Position Summary:

This role is responsible for the management, monitoring, service development, and quality of nominated service programs. This role is responsible for specific service programs and directly supervises direct care staff with support from the Service Management Coordinator - Operations.

The role will oversee the day to day operations of particular program services to ensure that the relevant support services are delivered in a manner consistent with Foundation Policy and Procedure Guidelines, Organisational Values, the Victorian Disability Service Standards and relevant Occupational Health and Safety requirements.

VISTA provides community based, individualised services in three regions in Victoria: Western Victoria (comprising Grampians & Loddon-Mallee), Gippsland (comprising Gippsland and Cardinia), and Metropolitan (comprising Northern/Western Metropolitan, Eastern Metropolitan and Southern Metropolitan).

We encourage a supportive work environment where staff enjoy varied roles and a development focus, and where contributions to the organisation's important work within the community are valued. You will be supported by a strong organisational support team.

Vista Community Support – 'VISTA' - is a state-wide provider of community based support services and an organisation that is contracted to provide service on behalf of the EW Tipping Foundation. Additional information about the Foundation is available on our website: www.vistasupport.org.au.

Vision: 'Our Goals your Dreams your Aims, your Way'

Mission Statement: Our Mission is to empower people to maximise their life choices, by:

- Providing services which continually improve,
- Fostering inclusive communities,
- Encouraging positive change.

Our aim is for the people we support to share in the philosophy of '**Be Who You Want To Be**'. Whether the person lives in shared accommodation, with parents, with carers or independently, our aim is for people to have the highest quality of life possible. We aim to ensure people using our services have high levels of inclusion, participation and partnership.

Value statement

Vista believes that the core values of respect, integrity, empowerment, open communication and continual learning underpin our commitment to supporting people to enhance their life opportunities and choices. **We expect all employees to work in a professional manner based on these values.**

Key Selection Criteria:

Selection will be based on the skills, knowledge, past performance and personal attributes that are required for achieving the key objectives listed above. Demonstrated conduct in line with the organisations values and the potential for future development will also be considered.

Essential:

1. Significant experience in the delivery of community based human services.
2. Well-developed communication skills including the ability to relate to people with disabilities and others in a positive, respectful and supportive manner.
3. Ability to coordinate the provision of services and programs to people with individual support needs.
4. Ability to work in a vibrant, self directed team environment.
5. Ability to demonstrate a mature approach to problem solving and designated tasks.
6. Demonstrated ability to support and supervise staff along with demonstrated organisational and time management skills.
7. Well-developed literacy, numeracy and computer skills.
8. Demonstrated organisational skills, including the ability to work autonomously.
9. Demonstrated administrative ability; including budget management, rostering of staff and maintenance of records.
10. Ability to promote the services to potential clients and funding bodies and increase service provision.
11. Current Victorian Drivers Licence
12. Satisfactory current clear police check

Preferred:

13. Appropriate tertiary or certificate level Disability or Health related qualifications.
14. Understanding of the policy and funding environment of the community services sector.

Key Objectives:

Managing Service Delivery

1. Coordinate and manage services and programs
2. Manage a component of a service program providing direct care services to supported persons in a range of settings.
3. Develop, implement and monitor the effectiveness of Individual Program Plans.
4. Co-ordinate, and directly provide where necessary, skills training in daily living activities.
5. Ensure supported persons receive appropriate support with daily living and self care activities and directly provide that support, where necessary.
6. Ensure the provision of general (program/household) management functions, including assisting with (program/household) tasks and maintaining appropriate records.
7. Participate in the development of General Service Plans for supported persons.
8. Participate in the selection, recruitment, orientation, in service training and appraisal of staff.
9. Provide advice and information to supported persons, their families and other service providers.

Environmental Occupational Health & Safety:

1. Implement and monitor OH&S policies and procedures.
2. Participate in the review and evaluation of OH&S policies and procedures.
3. Ensure any OH&S issues and matters are proactively managed in the first instance and then managed through to outcomes.
4. Ensure new referral processes include and have completed all OH&S requirements prior to services being implemented.

Additional requirements specific to streams of work:

Vista Community Support - Community Based Services:

- Roster each program effectively developing tools to assist effective use of resources.
- Maintain the principles of VISTA workforce.
- Develop and enhance an effective intake process which includes a financial assessment, OHS assessment and associated risk assessments where necessary.

Level of supervision:

This position reports to the Service Management Coordinator - Operations, Metropolitan Region. This position also receives general direction from the Statewide Manager – Community Individualized Services but will develop a high level of autonomy and work closely with several other Team Leaders.

Reporting to this position are Support Workers who are responsible for providing assistance to people for whom we provide services for.

Liaison with stakeholders:

The Team Leader will establish and maintain positive relationships with support workers, service providers, families and friends of persons receiving services and other staff. The incumbent will at all times demonstrate the values of VISTA and the EW Tipping Foundation in their dealings with the community and all stakeholders.

Authority & Accountability:

The person in this role will have authority to arrange rosters, recruit new staff under the direction of, and with assistance from the Service Management Coordinator - Operations, promote the service, and liaise with the relevant sections of the Department of Human Services and other organisations in relation to community-based services. This position will manage the day-to-day program activities of community based services within the allocated budget, including hours and other services and ensure the appropriate reporting requirements are completed in a timely fashion. This person is accountable to the Service Management Coordinator - Operations for outcomes and for appropriate resource and financial responsibility within their area of responsibility.

Professional Association:

Membership of Disability Professionals Victoria (DPV) would be highly regarded.

Location:

The position is full time, and includes a three (3) month probationary period. The position is located at our Metropolitan Regional Office in Carnegie.

Contact:

Intending applicants who have carefully read the position description and who would like to have a confidential discussion should contact, in the first instance, Catherine Cairns, Statewide Manager Vista on - (03) 9564 1000.

Applications Due Date:

Applications must be received by **5pm on Friday 06 August, 2010**

How to apply:

Applicants should include an application letter, a summary of relevant personal and professional experience, and a statement responding to the Key Selection Criteria. Total length of applications should be no more than 4 pages. We **strongly encourage** applicants to respond to the Key Selection Criteria.

Application process:

- Emailed applications to recruitment@tipping.org.au - preferred format is MS Word. Please list the role you are applying for in the header;
- Mailed applications marked "Confidential" to Jantine Eddelbuttel, HR Manager, E.W.Tipping Foundation, 1036 Dandenong Road, Carnegie, VIC, 3163;

Appointment to this position will be subject to a criminal records check.

**Vista Community Support –
Position Description – Team Leader, Operations**

I, _____ have read the above details carefully and I understand and accept the explained employment criteria conditions and information.

Date _____

Signed _____