

Authorising Officer: Regional Services Manager, Gippsland region

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| <b>Position title</b>                   | Team Leader – Transitional Accommodation Support Services (TASS)  |
| <b>Employee name</b>                    |   |
| <b>Department/Service</b>               | Vista Community Support   |
| <b>Location</b>                         | Morwell   |
| <b>Position reports to</b>              | Service Management Coordinator  |
| <b>Positions reporting to this role</b> | Direct Support Workers - TASS   |
| <b>Financial delegation</b>             | TBC   |
| <b>Budget accountability</b>            | Manage day-to-day program activities of community based services within the allocated budget, including hours and other services. |

**Work Environment (e.g. Office based, Residential based, Community based)**

This position is based at the Morwell office.

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| <b>Position Summary</b>                 | <p>This role is responsible for the management, monitoring, service development and quality of nominated service programs. The role directly supervises direct care staff with support from the Service Management Coordinator.</p> <p>The role will oversee the day to day operations of particular TASS 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.</p> <p>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.</p>   |
| <b>Key Selection Criteria Essential</b> | <ul style="list-style-type: none"> <li>• Demonstrated ability to communicate, work with, and understand the needs of the client group, or a capacity to develop skills appropriate to working with the client group.</li> <li>• Demonstrated knowledge of the Disability Act 2006, and relevant federal and state legislation relating to the client group.</li> <li>• Knowledge and understanding of the criminal justice and disability forensic sector, particularly the post sentencing process.</li> <li>• Well developed interpersonal and communication skills, including record keeping, and the ability to negotiate, liaise and consult with a wide range of stakeholders.</li> <li>• Demonstrated leadership skills, including the capacity to act as an effective coach and mentor with an ability to adopt strategies and approaches through the provision of formal and informal supervision to a multi-disciplinary staff group.</li> </ul> |

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|  | <ul style="list-style-type: none"> <li>• Demonstrated ability to work independently, and respond effectively to competing priorities.</li> </ul>  |
| <b>Key Selection Criteria Desirable</b>  | <ul style="list-style-type: none"> <li>• Appropriate tertiary or certificate level in disability or health related field.</li> <li>• Understanding of the policy and funding environment of the community services sector.</li> </ul>                         |
| <b>Other requirements of the role(e.g licences, professional memberships, registrations)</b> | <ul style="list-style-type: none"> <li>• Victorian Driver's License</li> <li>• Police check</li> <li>• Current First Aid Certificate (Level 1 or above)</li> <li>• Membership of Disability Professionals Victoria (DPV) would be highly regarded.</li> </ul> |

**Job Profile**

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| Specific key responsibilities of this role include; |   |
| <b>Managing Service Delivery</b>                    | <p>Client Advocacy and Support Tasks:</p> <ul style="list-style-type: none"> <li>• Safely and responsibly access the community and participate in activities of their choice.</li> <li>• Develop an understanding of "the institutionalised client' created from long periods of incarceration or therapeutic treatment in a secure facility.</li> <li>• Develop and maintain independent living skills and appropriate personal relationships.</li> <li>• Maintaining professional boundaries and staying in role.</li> <li>• Support the person to continue with their therapeutic treatments/supports.</li> <li>• Use strategies set out in their Support Plans and Relapse Prevention Plans</li> <li>• Have a basic understanding of Supervised Treatment Orders (STO) and treatment plans.</li> <li>• Capacity to contribute to VCAT hearings for changes required to treatment plans.</li> <li>• Engage in processes associated with their involvement in the criminal justice sector and rehabilitative and therapeutic assessment programs.</li> <li>• Encourage attendance at appointments and counselling sessions, encourage use of strategies to support and encourage community integration while reducing the risk of re-offending, etc.</li> <li>• Link in with other community services, such as TAFE, vocational activities, community based programs, etc. with an understanding some clients will have difficulty establishing consistent sense of identity due to long periods of institutionalised living and may not engage ongoing in activities or at all initially.</li> <li>• Appropriately engage with the Department of Human Services and other relevant stakeholders; and Lead active, productive lives, and participate in goal-based programs.</li> <li>• Foster re-integration into their local community and reduce potential or risk of reoffending.</li> </ul> <p>Program Planning Tasks:</p> <ul style="list-style-type: none"> <li>• Be responsible to, and work at the direction of, the Senior Management Coordinator, communicate regularly and keep all levels of management informed of ongoing tasks, issues and initiatives within the Outreach Program.</li> <li>• Assist in the development, review and amendment of guidelines</li> </ul> |

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|   | <p>for Disability Program operations; including Criminal Justice &amp; Forensic Disability.</p> <ul style="list-style-type: none"> <li>Assess client needs, and assist in the development, implementation, monitoring and evaluation, and amendment of clients' Support Plans, as per relevant legislation; and treatment plans and STO's where applicable.</li> <li>Maintain regular contact with Department of Human Services Case Managers, which may involve meetings, phone calls, and/or emails under the directive of the Senior Management Coordinator.</li> <li>Identify, liaise, and consult with appropriate individuals or organisations for the purposes of developing client-centred support programs, keeping relevant stakeholders informed and/or assisting team members in networking, etc.</li> <li>Convene and chair case planning meetings, as necessary.</li> <li>Assist the Senior Management Coordinator in the process of taking and assessing referrals, as necessary.</li> </ul> <p>Administrative tasks:</p> <ul style="list-style-type: none"> <li>Maintain client files, including case notes, goal attainment scales, key client information, and relevant correspondence with key stakeholder.</li> <li>Advise and liaise with the Senior Management Coordinator regarding any deviations required from the current treatment plan.</li> <li>Ensure all documentation required is supplied in order for an application to be made.</li> <li>Work with, and provide administrative direction to, the Support Team in the processes of service provision, case planning, incident reporting, communications and operational initiatives.</li> <li>Provide leadership and guidance through formal and informal supervision to Support Team, and provide support to the Senior Management Coordinator.</li> <li>Attend and lead fortnightly staff meetings; Undertake reflective therapy practices with the support of internal and external professionals.</li> <li>Write reports such as treatment plan implementation reports, as directed.</li> <li>Coordination of staff rosters, annual/sick leave cover, and the tracking of service provision hours.</li> <li>Assist in coordination of staff training.</li> <li>Participate in staff professional development programs and evaluations, as required.</li> <li>Participate in personal work safety training programs.</li> </ul> |
| <p><b>Liaison with key stakeholders</b></p>               | <ul style="list-style-type: none"> <li>Establish and maintain positive relationships with support workers, service providers, families and friends of persons receiving services and other staff.</li> <li>Demonstrate the values of Vista and EW Tipping Foundation in the dealings with the community and all stakeholders.</li> </ul>   |
| <p>General key responsibilities of this role include;</p> |  |
| <p><b>Occupational Health and Safety (OHS) and</b></p>    | <ul style="list-style-type: none"> <li>Report any hazards or issues that impact on the safety of the workplace</li> <li>Fulfil your role in a manner that uses safe work practices to support PwS</li> </ul>   |

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| <b>Risk Management</b>                                  | <p>to achieve personal outcomes.</p> <ul style="list-style-type: none"> <li>• To adhere to organisational policies, procedures and line management directives.</li> <li>• Implement and monitor OH&amp;S policies and procedures.</li> <li>• Participate in the review and evaluation of OH&amp;S issues and matters are proactively managed in the first instance and then managed through to outcomes.</li> <li>• Ensure new referral processes include and have completed all OH&amp;S requirements prior to services being implemented.</li> </ul>   |
| <b>Quality</b>  | <ul style="list-style-type: none"> <li>• Ensure knowledge of the relevant standards pertaining to the service and the philosophy and requirements of the standards.</li> <li>• Promote the philosophy of the quality standards and rights of PwS to the community and relevant stakeholders when appropriate.</li> <li>• Ensure necessary documentation is completed as required and in a manner which reflects outcomes for the individual and provide the necessary support to staff to complete documentation to a high standard.</li> <li>• Ensure PwS are supported to understand their right and ability to participate in the independent monitoring process and to contributing to the overall improvement of the quality of service delivery.</li> <li>• Attend all necessary meetings and provide feedback on the current state of the organisation's quality system.</li> <li>• Promote and assist staff with the requirements of the organisation's quality framework.</li> <li>• Contribute to the development of a quality improvement plan and ensures actions are implemented within the relevant timeframes.</li> <li>• Ensure relevant line manager is kept abreast of all issues in a timely manner.</li> </ul> |
| Physical and/or psychological requirements of the role; |  |
| <b>Physical</b>   | TBC  |
| <b>Psychological</b>                                    | TBC  |

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I acknowledge that:

- Statements included in this position description are intended to reflect duties and responsibilities that I may be required to undertake and are not to be interpreted as being all inclusive
- I have read, understood and accepted the above position description and associated attachments.

**Employee signature:**

Print name:

Date:

**Line Manager signature:**

Print name:

Date:

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**Application details:**

To apply for this role, please submit an Expression of Interest (max 1 page) to [recruitment@vistasupport.org.au](mailto:recruitment@vistasupport.org.au). Applications will close Friday 11 November, 2011.