



Position Description

Position Title	Team Leader
Position Purpose	To lead and manage a team of Key Workers and Disability Support Workers to ensure the delivery of excellent support services to tenants of an assigned share home. To provide best practice direct support services to tenants of an assigned share home.
Reports To	Assistant Manager, Client Services
Responsible For	<ul style="list-style-type: none"> ✓ Always acting in the best interests of clients and Montagu ✓ Team performance and development through effective, direction, coaching, and regular formal supervision of assigned Key Workers and Support Workers ✓ Service Quality and client outcomes including participation in quality improvement projects ✓ Ensuring knowledge of, and compliance with, relevant legislation, service standards, and Montagu policies ✓ Direct delivery of best practice support services to tenants of the share home ✓ Providing regular progress reports to the Assistant Manager, Client Services, and others as directed ✓ Communications to internal and external stakeholders ✓ Provision, maintenance, and replacement of relevant resources and assets including property and equipment in consultation with the Assistant Manager, Client Services
Key Challenges	<ul style="list-style-type: none"> ✓ Managing and supporting a diverse team providing supports 24/7 ✓ Ensuring compliance with relevant legislation, regulation, standards, and policies
Key Results Areas	<ul style="list-style-type: none"> ✓ Client Experience including safety, wellbeing, and progress towards agreed goals ✓ Staff performance and development ✓ Service Compliance and Improvement ✓ Mission and values



Position Description

POSITION REQUIREMENTS

Key Results Area 1	CLIENT EXPERIENCE AND OUTCOMES	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Support clients to exercise their Human Rights and ensure that these Rights, including the Right to make decisions affecting their lives, are always respected. ✓ Ensure the delivery of support services that respect individual’s rights to privacy and dignity and are free from discrimination, exploitation, abuse, harm, neglect and violence. ✓ Actively seek and respond to feedback from clients and their significant others including their satisfaction with Montagu Services and their suggestions for improvements. ✓ Actively support Key Workers to coordinate the implementation of client-Centred Individual Support Plans and monitor performance against expected outcomes. ✓ Actively support Key Workers to ensure that they are maintaining and updating information about clients, and communicating all changes to Individual Support Plans, goal achievements and progress, and upcoming events/appointments to team members. ✓ With support and input from Key Workers, develop clients’ Rosters of Care/Supports to support their NDIS plan reviews. 	<ul style="list-style-type: none"> ✓ Clients are aware of, and exercise, their Human Rights. Clients indicate that they are encouraged to make decisions that affect their lives and feel safe and respected in making these decisions. ✓ All reports of possible discrimination, exploitation, abuse, harm, neglect and violence are investigated, and responded to in accordance with Montagu policies. ✓ Client’s Individual Support Plans are actively implemented by all staff and monitored against expected outcomes. ✓ 100% of clients report that they are highly satisfied with the support services they receive from Montagu. ✓ All documentation related to the NDIS planning process is complete, comprehensive, accurate, and timely. 	



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Key Results Area 2	Staff Performance and Development	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Provide effective leadership of the assigned team to promote the best outcomes for people receiving supports. ✓ Support all staff to adopt safe working practices and follow all WHS policies and guidelines, including investigating all reported incidents and hazards, ensuring property and equipment is maintained in good working order. ✓ Promote work practices free from discrimination, harassment and bullying and report to the Manager, all instances of inappropriate behaviour. ✓ Direct the day to day operations of the team in line with Montagu policies and procedures, allocate tasks to staff, model best practice and behaviour ✓ Conduct regular one-on-one supervision meetings with all direct reports in line with current policies. ✓ Monitor the performance of direct reports and support their continued development through coaching, access to training, and provision of appropriate resources. ✓ In consultation with the Assistant Manager, Client Services, identify and manage sub-standard performance in line with current policies and procedures. ✓ Plan and Coordinate team efforts to promote the best outcomes for the people receiving supports. ✓ Conduct regular Team Meetings. 	<ul style="list-style-type: none"> ✓ Support staff have the necessary skills and knowledge to complete their duties and achieve the best outcomes for Clients. ✓ All staff work in a safe, respectful and supportive workplace where no workplace injuries occur. ✓ All property, equipment, and resources are fit for purpose and in good working order. ✓ All team members are aware of their responsibilities and performance expectations. They work collaboratively and consistently to progress the achievement of organisational and client's goals. ✓ All staff are well supported by their supervisor, have opportunities to develop their skills, knowledge and experience, and are accountable for their performance and behaviours. Feedback is regularly provided to staff to assist in the development of their skills and performance. ✓ Montagu Policies and Procedures are always followed. 	



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Key Results Area 2 (cont.)	STAFF PERFORMANCE AND DEVELOPMENT	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Lead the induction and orientation of new staff into the team. ✓ Manage the House account including acquittals and reports as directed ✓ Manage allocated vehicles including servicing, inspections, compliance, and advise on replacement ✓ Review and approve client budgets proposed by clients and/or Key Workers ✓ Provide reports as required ✓ Undertake out of hours On-Call duties on a rotational basis (Telephone based) 	<ul style="list-style-type: none"> ✓ Team members contribute to efforts to improve the quality of Montagu services. ✓ House finances are managed in line with current policies that safeguard client finances. ✓ Allocated vehicles are fit for purpose, have contemporary safety features and are well maintained. ✓ All reports and acquittals are legible, contain appropriate information and are completed on time. ✓ On-Call duties are competently completed 	



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Key Results Area 3	SERVICE COMPLIANCE AND IMPROVEMENT	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Actively seek feedback on the services provided by Montagu. ✓ Ensure clients and family members confidentiality is maintained ✓ Comply with, monitor, and ensure adherence to new and existing Montagu policies and procedures ✓ Maintain knowledge of, and ensure compliance with, current legislation and regulations that apply to the disability sector including, but not limited to the following topics; <ul style="list-style-type: none"> ✓ Human Rights ✓ Disability Services ✓ NDIS Practice Standards ✓ NDIS Quality and Safety Standards ✓ Work Health and Safety ✓ Privacy and Confidentiality ✓ Medication management and Administration ✓ Participate in policy reviews, and Quality Improvement Projects to ensure Montagu services demonstrate best practice guidelines and great Client outcomes. ✓ Undertake regular workplace Health and Safety Audits, including but not limited to; Fire Safety Plan Audits and First Aid Supply Audits. Assist and support Workers Compensation Return to Work Plans. 	<ul style="list-style-type: none"> ✓ All services provided by Montagu meet or exceed all compliance requirements. ✓ Feedback is used to improve the quality of services delivered by Montagu. ✓ All complaints are responded to in accordance with the Montagu policy and legal requirements. ✓ Montagu retains the status of a Registered NDIS Service Provider. ✓ Policies remain relevant through regular review and updates. ✓ Quality Improvement projects are implemented and embedded throughout Montagu. ✓ Staff are appropriately supported to return to work after suffering workplace injury. ✓ Audit results are documented and shared with team members. 	



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Key Results Area 4	MISSION AND VALUES	
Key Tasks:	Job holder is successful when:	
<ul style="list-style-type: none"> ✓ Actively contribute to Montagu’s mission ✓ Always behaving in ways that contribute to a safe and healthy workplace that is free of discrimination, harassment, and bullying ✓ Always behaving in ways that bring Montagu’s values of: <ul style="list-style-type: none"> ❖ Respect ❖ Commitment ❖ Quality ❖ Accountability ❖ Responsibility ❖ Connection, and ❖ Integrity to life ✓ Seeking opportunities for further personal and professional development and being accountable for your own performance. 	<ul style="list-style-type: none"> ✓ Quality Services are delivered that support clients to live a valued and meaningful life, connected to their chosen community ✓ Montagu workplaces are safe, healthy, and productive ✓ Everyone is treated Respectfully ✓ Montagu Staff are Committed to always acting in the best interests of the people we support ✓ The Quality of services are regularly reviewed and improved to ensure the delivery of supports that are flexible and tailored to the abilities, needs and goals of the client ✓ Montagu demonstrates Accountability by always doing what we say we will do ✓ Montagu accepts Responsibility for our performance, individually and collectively ✓ People supported by Montagu feel Connected to the purpose and performance of the organisation ✓ Montagu is viewed as an organisation of high Integrity as a result of our honesty, transparency, sincerity, and ethical approach in all that we do 	



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RECRUITMENT INFORMATION- SELECTION CRITERIA

Competencies:

Essential

- ✓ Strong and demonstrable commitment to human rights and the values of Montagu Community Living
- ✓ Demonstrated commitment to supporting people living with disability to achieve goals, build skills and capacity, and connect to their community
- ✓ Demonstrated commitment to achieving excellence
- ✓ Excellent communication, interpersonal and negotiation skills
- ✓ Excellent problem solving and conflict resolution skills and the ability to work as part of a team
- ✓ Demonstrated ability to manage the performance of a diverse team
- ✓ Knowledge of Human Rights Charter; Privacy and Disability legislation; NDIS Practice Standards; WHS regulations including Anti-discrimination, Bullying, and Harassment provisions; other relevant Acts and Regulations
- ✓ Computer skills – Intermediate Microsoft Office, and capacity to develop proficiency with relevant IT Platforms as required.

Highly desirable

- ✓ Highly developed people management and development skills

Essential Qualifications

- ✓ Formal qualifications and extensive experience in the Disability, Business or a related field. In the absence of formal qualifications, a commitment to obtain a qualification within two years would be taken into consideration
- ✓ Current accreditation in Medication Administration, First Aid, Fire Safety, Manual Handling, or the capacity to gain competency within the first 3 months of employment.

Other Requirements

Essential

- ✓ Working with Vulnerable People registration including NDIS Worker Endorsement
- ✓ Successful completion of the NDIS Worker Orientation module
- ✓ Access to a reliable and roadworthy car for work purposes and a valid Tasmanian Driver's Licence (car)
- ✓ Access to smartphone or another device with internet access
- ✓ Satisfactory completion of a pre-employment health check and induction program
- ✓ Compliance with all Health orders such as mandatory vaccinations to work in the Disability sector



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Desirable

- ✓ Ability to represent Montagu outside of typical business hours and undertake occasional intrastate travel

Salary and Conditions:

The Team Leader position is a Level 4 position. Salary and conditions as per Montagu Collective Agreement 2023.

POSITION DESCRIPTION APPROVED:

CEO Name:	
CEO Signature:	
Date:	

POSITION DESCRIPTION ACCEPTED: I have read, understood, and accepted the position of Team Leader as described in this document.

Name:	
Signature:	
Date:	

Position Description

ATTACHMENT: ORGANISATIONAL CHART

