

JOB DESCRIPTION

Team Leader

February 2013

An individual strand of silk is very fragile, and easily overlooked. However, when combined with other strands of silk, it gains strength and the material is able to be manufactured into a garment that can have great value and beauty. The silk thread mirrors what can be achieved in the lives of the people we support. ©

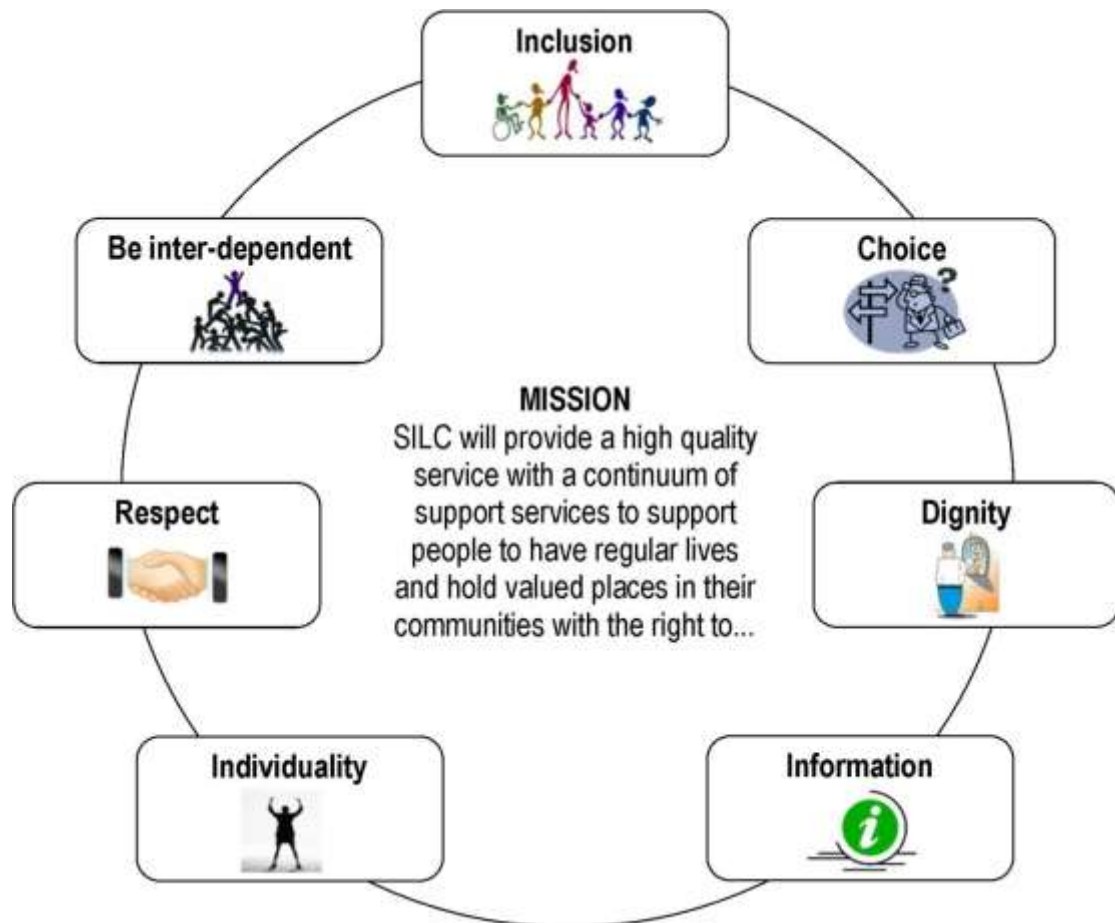
Philosophy and Mission Statement

The appointee is required to carry out their work in a way that is consistent with the Policies, Philosophy and Mission Statement of SILC Ltd.

Philosophy

People are valued contributing members of the community they choose to live in.

Mission Statement



SILC is committed to:

- ✓ Supporting people to have the OPPORTUNITIES, CONFIDENCE and SKILLS to participate in valued lives within the community of their choice.
- ✓ Supporting people to access valued lives by ensuring access to a trained professional workforce.

Purpose of Position

To provide day to day support and leadership in the development of quality, coherent services for people with disabilities supported by SILC Ltd. The Team Leader will be responsible for the day to day support and leadership of a designated team of Support Workers employed to assist an identified number of people with disabilities to have valued lives in a setting of their choice. The Team leader will work for the majority of their employment in a “hands on capacity” with people with disabilities, have close supervisory and teaching roles with the Support Workers and work closely with people’s personal networks.

Key Areas of Responsibility

Managing Staff

To provide direct management and leadership to support staff working in a “hands on” capacity. This includes;

Human Resource Planning and Implementation:

To take direct responsibility for the management of staffing resources within the allocated team, this includes but is not limited to:

- Responsibility for ensuring the effective utilisation of team resources by developing or assisting in the development of rosters that are flexible, and meet the needs of the people being supported and support staff.
- Responsible to manage the day to day rostering needs of the service, annual leave and other absences and to provide regular supervision to maintain a ‘healthy team environment’.
- Responsibility to participate in the training and up skilling of team members by modelling the required behaviours and/or skills, by working regularly alongside all team members.
- Responsibility for the health, safety and well being of staff by ensuring, through regular supervision that team members are taking annual leave, managing personal issues and identifying any assistance staff require.
- Responsibility for the initial investigation and reporting of health and safety issues and disciplinary matters.
- To work with the staff, their Service Manager, Switched On, Wellness and the Quality Manager to ensure staff who are ill or have been injured to return to work in a safe and sustained way.

Staff Development and Performance Orientation:

To take responsibility for and assist people to identify the training needs of the team and individuals within the team.

- Identify with team members during team meetings and individual supervisions training needs and develop a plan to meet these needs.
- Advocate for the training needs of the team and individuals with the Service Manager and develop a plan to meet these training needs.
- Meet the training needs of the new team members through the formal induction process, ensuring that the basic knowledge and skills are gained within the initial training period.
- Assist with and/or completed PDA with support staff

Supervision and Coaching:

Participate in and provide supervision for team members to empower them to take responsibility for their own actions and engage in joint problem solving with one another at all levels.

- Participate in regular supervision with the Service Manager to assist and encourage you in your role.
- Provide supervision to all team members on a regular and planned basis.
- Attend and participate Team Meetings.
- Attend and participate in Team Leaders meetings.
- Attend and participate in Health and Safety Meetings.

Communication

- To work within the established Communication System

Staff Satisfaction

- To work toward staff stability within the team environment ensuring all members of the team are content
- Ensure decisions involving staff are referred to the Service Managers to ensure they are lawful and comply with relevant legislation
- New staff are provided with appropriate training which meets their identified needs and in accordance with the people they are supporting

Financial Management

- To work within the approved operating plan for your identified programmes, service and teams
- All financial transactions and record keeping of financial transactions are to be maintained accurately, reviewed regularly and clearly auditable records are to be maintained at all times.

Internal and External Service Delivery for People Accessing Services

- Consistently promote the interests of people supported by the team and to promote the importance of active participation all daily activities, planning and decision making.
- Model good support to meet reasonable expectations and agreed standards.
- Develop and maintain respectful and enduring relationships with people with disabilities, their families, and whanau and wider support networks.
- Work cooperatively with people with disabilities and their families, whanau, to identify current and future support needs,
- Maintain a vision based on the philosophy and policy of the Company within the Team.
- Manage the expectations of People accessing services, families, and whanau within the resource allocation and limitations

Managing information

- To maintain comprehensive up-to-date personal records for the people using our services
- To participate in developing procedures and protocols
- To ensure policies, procedures and protocols are adhered to where required.
- To ensure teams have up to date information regarding management strategies, procedures and policies
- Personal Information folders are to be maintained with accurate up to date information
- Service folders are to be maintained with accurate up to date information
- Ensure that all systems of accountability are understood by all team members and regularly completed and reviewed.

Managing Performance and Quality

- Quality and service safeguards will be maintained and further enhanced through the coordination of a quality assurance programme. This will include the internal audit process, (Periodic Service Review)
- Health and Safety concerns will be reviewed as needs are identified.

- Participate in the ongoing review and development of service specification and quality systems to enhance the supports provided to People accessing services. This includes:
 - Identify new opportunities.

Reports to Service Manager

Functional Relationships –

Internal

- CEO
- Directors
- Director of Services
- Service Manager/s
- Administration Staff and Management Team
- Support Workers
- Other Team Leaders
- People Accessing Services
- Families/Whanau

External

- Related disability agencies
- Government departments
- Allied professional organisations and/or individuals
- The community

PERSON SPECIFICATION

Qualifications

It is essential that the Team Leader will either

- Hold an appropriate tertiary qualification to the area of disability that they are involved in or
- Have recognized previous experience.

Experience

It is essential that the Team Leader will possess

- An understanding of the position of people with disabilities as individuals and a community
- The ability to relate to disability issues and perspectives and all activities of SILC Ltd
- An understanding of the developmental issues/practice implications of working with people with disabilities
- Experience in working with people and their families/whanau
- Demonstration of safe and ethical practices

Professional Skills/Abilities

It is essential that the Team Leader will possess:

- The ability to express thoughts and ideas clearly and effectively to a range of different audiences and in a variety of formal and informal situations
- Effective communication skills both oral and written to relate to people from diverse backgrounds including people with disabilities and different cultures in a way that recognizes and respects their individualities
- The ability to understand a problem or an issue and develop a practical solution
- Excellent Time Management skills
- High level skill in the management of people
- High level of skill in managing performance and quality
- High level of skill in managing financial resources
- Proven leadership skills
- A sound knowledge of disability theory including inclusion and empowerment theories and substantial experience in successfully translating this knowledge into the provision of quality services
- The ability to work constructively with people to build a sense of common purpose and direction

- Ability to motivate others to work together to deliver quality services – this includes the ability to build effective teams and an enthusiasm for working co-operatively with others.

Temperamental Suitability

It is essential that the Team leader will

- Lead with an emphasis on the empowerment of others and working alongside team members
- Possess the personal attributes required to lead teams in an effective way
- Demonstrate an enthusiastic desire to create continued positive outcomes for people with disabilities
- Posses a collaborative style of working
- Possess a willingness to learn and develop personal knowledge and strengths which will enhance the day to day management of team for the people being supported