

## Position Description

Position	Frontline Leader
Work Area	Support Services
Location	State-wide
Responsible To	Manager – Support Operations
Salary	Negotiable based on skills, experience

### Position Summary

As a Frontline Leader you will be responsible for the day-to-day management of a small team, facilitating the delivery of high-quality services to participants. Along with managing daily administration and reporting, site operations and compliance tasks, you will provide leadership, support and supervision to your team ensuring participants outcomes are maximised.

### Position Objectives

To lead a team of support workers to provide participants with high quality support that addresses individual needs and enhanced independence, abilities, community participation and/or quality of life. The frontline leader is expected to operate with:

- Alignment to St Giles' values, policies and procedures, role-modelling accountability and operating with a high level of commitment.
- Efficient follow through of any tasks until completion or as otherwise agreed with by the manager or delegated staff.
- Consideration, understanding and respect for participants and their families.
- An understanding of the need for consultation, where relevant, and in collaboration with colleagues, managers, external partners and other staff.
- An appreciation of the necessity to use initiative and find positive solutions in response to identified needs.

### Primary Tasks

- Provide site leadership and act as first point of contact to resolve any staff and/or participant concerns, as detailed within the organisation's policies and procedures.
- Effectively manage issues related to performance, behaviour, and staff management on a day-to-day basis.
- Monitor, evaluate and review performance of team members and other staff within your work site, providing feedback to promote collaborative working relationships.
- Promote and ensure documentation and all other operational records are current, comprehensive, maintained in good order, and meet disability service confidentiality requirements, and in accordance with organisational policies.
- Assist in hands-on service delivery, as required including but not limited to:
  - personal care, including personal hygiene, medication, and assistance in feeding as required
  - community and social participation
  - skill development and/or skill maintenance activities
- Development and implementation of participant-centred support plans, in consultation with participants, families and disability support workers, using relevant assessments from external services.
- Identify opportunities for improvement in the planning of future service delivery.

## Position Description

- Ensuring the effective implementation of support plans for assigned participants, with a view to maximise the outcomes for participants and improved independence, including appropriate meal planning, recreation and other activities related to capacity building.
- Monitoring each participant to pro-actively identify any emerging support requirements and ensure that timely reviews of service delivery occur as required.
- Build and maintain constructive working relationships with informal supports for each participant through regular communication with family members, and other key stakeholders as required, to ensure smooth and efficient delivery of services.
- Model organisational values and promote the implementation, awareness and compliance of St Giles people related policies and procedures, and legislative and regulatory requirements amongst the work sites.
- Take reasonable care of your own health and safety and that of others, by promoting a positive safety culture through contributing to health and safety consultation and communication.
- Identify, report, manage and respond to emerging issues (including but not limited to participant, staff and/or property and asset management related matters) in an appropriate and timely way.
- Maintain knowledge of, promote and ensure adherence to all mandatory reporting requirements. Facilitate reporting of any incidents or suspicions of participant abuse (including but not limited to violence, abuse, neglect or exploitation), following organisational procedures.
- Regular involvement in the Out of Hours rotation as per the organisations policies and procedures, which includes supporting the After Hours Emergency Response Line.
- Support employees through Organisational change using effective project management skills, communication, engagement and leadership skills.
- Perform other duties incidental to key duties and / or coordination tasks as directed.
- Maintain all required accreditations, as well as undertaking self-development activities appropriate to working within the sector.
- Complete mandatory training sessions and ensure direct reports complete mandatory training as required.
- Ensure mandatory employee compliance requirements are maintained.

## Level of Responsibility

This position is directly responsible to the Manager – Support Operations for all aspects of service delivery and operational oversight while at work. The performance of this position is subject to general guidance by the employee's manager.

The employee is required to undertake a range of activities requiring the application of established work procedures and may exercise limited initiative and/or judgment within clearly established procedures and/or guidelines.

## Performance Review

Performance reviews will be conducted using the Organisation's Performance Management Process.

## Qualifications/ Requirements

### Essential

- Certificate IV in relevant Social & Community Services qualification (minimum education requirement) or at least three years transferable Industry experience.
- Experience managing/supervising staff.
- Strong decision making, leadership, and peer support skills.
- Current medication endorsement or willingness to obtain.
- Current unrestricted driver's licence.
- Required to provide a satisfactory National Police Check and NDIS Worker Screening/Working with Vulnerable People check (WWVP).
- Provision of a satisfactory pre-employment medical.

## Position Description

### Desirable

- Current Level 2 Senior First Aid Certificate and CPR.
- Knowledge and understanding of the NDIS Quality & Safeguarding Framework, including the NDIS Practice Standards.
- Experience operating in a heavily regulated environment and compliance framework

### Selection Criteria

- Demonstrated leadership skills, and ability to direct and supervise staff, and act upon performance related matters to ensure clinical and service objectives are achieved.
- Demonstrated knowledge and experience of participant-centred planning approaches that lead to achievement of client goals (or equivalent).
- Strong written and computer skills for the creation of plans, programs, reports, correspondence, and other documents
- Well-developed and sound interpersonal skills with the ability to liaise effectively with participants, families, and relevant service providers.
- Proven ability to deliver against set outcomes in required timeframes, while remaining flexible to changing needs and priorities.

### Authority

This Position Description has been written with the approval and authority of the Chief Executive Officer and the Executive Leadership Team and outlines the expectations and primary functions of the above named position.

### The Employee

I acknowledge that my duties and responsibilities are as outlined in this position description.  
I further acknowledge that my duties may be varied from time to time.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_