



Residential Team Leader

Consumer Directed Care

Role Purpose

- **Purpose** – Support people living with MS in a Residential setting
- **Responsible** for providing high quality and consistent care and support, in accordance with best practice guidelines in disability care, health care assessments, NDIS plans and workplace policies and procedures, to people living with MS in a community residential service
- **Respecting** participants as individuals and supporting them to maintain purpose in life through meaningful activity, self-determination, choice and community as well as family connectedness
- **Supporting** the service and staff by ensure efficient and effective day to day operations, and a sustainable quality service delivery through demonstrated leaderships. Coach and mentor staff

Organisation

Multiple Sclerosis Limited, commonly known as MS, is the go-to provider of information, advice and support for people affected by multiple sclerosis and other neurological conditions. We're a combined entity of the ACT, NSW, Victoria, and Tasmania with over 60 years' insight into how to live well with progressive neurological conditions.

We offer vital support and services for people living with multiple sclerosis while the search for a cure continues. We are here so no one has to face MS alone.

Our Aspiration

The home of comprehensive support for neurological conditions

Our Purpose

Together on the journey to break down barriers, achieve goals and live well

Our Values

- | | |
|--------------------|--|
| Empowerment | We show respect for the rights of others and listen to the voices of our clients in making decisions. We encourage and enable others to attain goals and achieve, and we aim for best outcomes for our stakeholders. |
| Community | We respect difference in all its forms and welcome diverse members of our community. We work collaboratively, creating stronger solutions together. We build trust by engaging with stakeholders to share understanding, and we participate in networks, partnerships, and community events to advance MSL's objectives. |
| Expertise | We commit to ongoing learning to maintain contemporary knowledge in our respective fields of practice. We share our knowledge with stakeholders to empower and enable them. We develop and model effective leadership in the sector and in our organisation. |
| Creativity | We establish ways to capture, communicate and implement innovative ideas and practices. We see emerging opportunities and problems and take proactive steps to adapt accordingly. |
| Spirited | We encourage initiative and look for ways to continuously improve. We show resilience in the face of set-backs, overcome obstacles, and learn from experience. |

Position

Operating Budget \$	<add if applicable>
Position FTE (Full time/ Part time)	Full time = 1 FTE – 38 per week
Location/s	Watsonia & Williamstown

Key Responsibilities of this role

Strategic / Organisational Leadership Responsibilities

- Systems and processes, to implement the strategic plan and management of WHS, Quality, Risk and legislative and regulative compliance
- Change Leadership and management and responding to new and emerging trends through skill acquisition, the use of new technology and creative and innovated work practices.

Operational Leadership / Administrative Responsibilities

- Working with clients and customers includes service delivery models, working with different types of clients, maintaining awareness of client's issues ensuring dignity and confidentiality
- Skills associated with professional conduct such as self-management of professional behaviour, taking responsibility, problem solving and initiative
- Management of programs, campaign projects and contracts as well as policy development and implementation to guide work practices.
- The effective use of financial resources, assets and equipment as well as building MSL's assets and sustainability

People Leadership and Relationship Management

- Inspires passion, optimism, purpose in self and others
- Leadership and issues associated with together such as inclusion and embracing difference, dealing with conflict, collaboration over shared goals and team morale
- All forms of communication such as advocacy, negotiation, written and verbal communication and interpersonal style
- Community engagement, sectoral awareness and working collaboratively with other community sector organisations in formal and informal partnerships

Key Contacts

- MSL Managers and staff
- Family members and friends
- Respite clients and families
- Medical professionals including hospital personnel
- Allied Health staff
- Community Participation staff
- Contractors appointed by MSL
- Community Leaders

Approval authority: Executive Manager, People and Culture	Next review: March 2023
Date approved: March 2021	Key author: People and Culture
Version: 1	Business Unit: People and Culture

Competencies needed for success in this role

Reflective Practice

Disseminates, promotes and develops reflective and evidenced based practice models.

Knowledge of client / consumer issues

Demonstrates detailed knowledge of client/customer issues and builds research links.

Client / Consumer outcomes

Provides clinical or technical leadership and focuses team on excellence in service delivery and client/customer outcomes.

Client Confidentiality and Dignity

Creates systems and policies for protection of client/customer confidentiality.

Problem Solving

Implements systems to address adverse events and problems and assists teams to take proactive approaches to problem solving.

Taking Responsibility

Delegates to develop staff and accepts responsibility for actions of staff and teams under authority.

Complaints Handling and Continuous Improvement

Establishes complaints handling procedures and methods for responding to critical incidents. Proactively identifies improvements in service delivery.

Quality, Risk, Safety, Legislative compliance

- Manages implementation of quality systems and ensures that quality outcomes are achieved
- Proactively identifies and manages risk and encourages staff to take advantage of opportunities
- Manages work practices for health and wellbeing of staff and compliance with WH&S legislation
- Manages work practices to comply with relevant legislative, regulatory, accreditation and licensing requirements

Change Leadership

Engages team in change, implements change management processes and monitors progress.

Learning and Development

Establishes systems and processes for reviewing skills and professional development needs of the team. Ensures development of self and lower-level managers and team members.

Shared Vision

- Role models behaviour aligned with, and actively promotes, MSL's values.
- Proactively addresses behaviour of team members that does not align with these.
- Celebrates and rewards the achievement of outcomes that contribute to the organisation's purpose

Team Dynamics / Conflict Management

- Manages team dynamics, supports productive working relationships and work-life balance.
- Develops systems and protocols for management of conflict and disputes and is actively involved in problem solving and conflict resolution.

Written & Oral Communication

- Writes accurate reports and influential documents that meet audience need and desired outcome.

Approval authority: Executive Manager, People and Culture	Next review: March 2023
Date approved: March 2021	Key author: People and Culture
Version: 1	Business Unit: People and Culture

- Provides informed, meaningful, and relevant messages when communicating with staff and clients/consumers/customers.

Interpersonal skills

Models' self-awareness, self-management and social awareness in communications, problem solving and conflict resolution. Inspires team members to be the best they can be.

Partnerships & Collaboration

Develops models and protocols for working in formal and informal partnerships with other community service organisations to achieve client/customer outcomes.

Knowledge, Experience and Personal Attributes needed for success in this role

Qualifications

- Essential**
- Tertiary Qualification in Health, Disability or Aged Care
 - Current 1st Aid Certificate
 - Current CPR Certificate
 - NDIS Workers Orientation Module
 - NDIS Workers Screening Check

- Preferred**
- Employed in the Disability/Community Sector for 2 years
 - Medication Administration Certificate/Experience
 - Manual Handling Certificate/Experience
 - Food Handling Certificate
 - COVID safe planning

Knowledge and Experience

- Essential**
- Experience in a Team Leader / Management role within community-based residential care services
 - Posses sound judgement and discretion.
 - Has organisational and time management skills
 - Has good personal and interpersonal communication skills
 - Able to work in partnership with Residential Manager and Senior Manager, Residential and Respite services.

- Preferred**
- Completed a Frontline Management or leadership course or willing to complete

Personal Attributes

Personal Attribute	Descriptor
Determined	<ul style="list-style-type: none"> • Research options and sets a clear path • Deals with obstacles and impediments • Has clear goals and works to exceed expectations
Positive	<ul style="list-style-type: none"> • Has faith in own abilities • Is optimistic - approaches work with a sense of possibility and positive • Remains calm and focused when faced with difficulty
Self-disciplined	<ul style="list-style-type: none"> • Manages own time to achieve key outcomes • Avoids distraction and diversions
Analytical	<ul style="list-style-type: none"> • Reviews evidence and opinions before making judgement • Presents clear and logical arguments • Takes a systematic approach when building toward improvements

Approval authority: Executive Manager, People and Culture	Next review: March 2023
Date approved: March 2021	Key author: People and Culture
Version: 1	Business Unit: People and Culture

Flexible / Adaptable	<ul style="list-style-type: none"> • Adapts to changing circumstances in the workplace • Prioritises work and addresses what is most important • Takes advantage of new and emerging opportunities
Resilient	<ul style="list-style-type: none"> • Recovers from setbacks • Overcomes obstacles and impediments • Learns from experience and identifies areas for self-development
Client/customer focused	<ul style="list-style-type: none"> • Prioritises needs of clients, consumers and customers • Aims for best experience and outcomes for clients, consumers and customers • Is outcome focused • Follows through with commitments
Culturally aware	<ul style="list-style-type: none"> • Respects difference in all its forms • Adapts language to aid communication • Values diversity as a strength and positively utilises diversity
Honest	<ul style="list-style-type: none"> • Is credible and truthful • Is reliable and trustworthy • Acknowledges and learns from mistakes
Inclusive	<ul style="list-style-type: none"> • Recognises the rights of others • Is committed to social justice and social inclusion • Makes equitable decisions
Ethical	<ul style="list-style-type: none"> • Has integrity and principles • Is truthful • Reflects expected standards of behaviour and/or Code of Conduct
Collaborative	<ul style="list-style-type: none"> • Treats clients / consumers / colleagues with respect and compassion • Gives feedback in a timely and respectful way • Works with others to achieve common goals • Engenders a spirit of teamwork • Inspires trust
Supportive	<ul style="list-style-type: none"> • Encourages others to attain goals and achieve • Listens actively and inspires confidence • Demonstrates empathy when confronted with adversity

Other

Employment Screening

Appointments within MSL are subject to the satisfactory completion of a police check (All) a Working with Vulnerable People check (WWVP) ACT & Tasmania, an NDIS National Worker Screening Check (NDISWC) and/or a Working with Children check (WWCC) where applicable to the role; plus character/performance reference checks. In some roles you may not be able to commence work or continuing working if the required screening employment checks have not been completed/cleared.

Appointees whose role requires an NDISWC and/or a WWCC must provide a successful/cleared check if they already have one, or apply for one on appointment. Costs associated with these checks are the responsibility of the appointee.

All appointments are subject to the disclosure of any relevant employment history of formal disciplinary action for improper or unprofessional conduct taken by current or previous employers or any other integrity body within or outside Australia.

Approval authority: Executive Manager, People and Culture	Next review: March 2023
Date approved: March 2021	Key author: People and Culture
Version: 1	Business Unit: People and Culture

Employees must provide:

- Right to work in Australia documentation.
- An International Police Check if they have lived overseas for longer than 12 months in the last 10 years.

Required Screening Checks

- | | |
|---|---|
| <input checked="" type="checkbox"/> Police Check | <input checked="" type="checkbox"/> NDISWC |
| <input type="checkbox"/> WWVP (ACT/TAS) | <input type="checkbox"/> WWCC |

Approval authority: Executive Manager, People and Culture	Next review: March 2023
Date approved: March 2021	Key author: People and Culture
Version: 1	Business Unit: People and Culture