

POSITION DESCRIPTION

POSITION TITLE	Senior Service Leader
AGENCY	Centacare
DIRECTORATE/ SERVICE STREAM	Centacare Services – Aged Care or Disability and Mental Health
LOCATION	Multiple
COVERAGE	<input type="checkbox"/> Award <input checked="" type="checkbox"/> Agreement – 2008 Centacare Community and Disability Services Union Collective Agreement <input type="checkbox"/> Archdiocesan Salary Scale
CLASSIFICATION	Level 6
NDIS Risk Assessed Grade (CCS only)	TBC
POSITION REPORTS TO	Position: Regional Operational Manager

WRITTEN BY	Position: GM People & Culture	
DATES	Date Written: December 2023	Due for Review: December 2026

ORGANISATIONAL ENVIRONMENT
<p>Centacare, an Agency of the Catholic Archdiocese of Brisbane, is a values-based organisation, committed to providing services to the entire community, regardless of religion, circumstance, ethnicity, economic situation, age, gender or ability. Centacare has a workforce of more than 3,000, plus volunteers, and operates in more than 200 locations, supporting tens of thousands of people each year.</p> <p>Person-centred care, facilitated through a range of practice governance measures, is foundational to consistent, high-quality service delivery. It is also facilitated through continuous improvement in safety, quality and cost effectiveness as well as improvements in client and staff satisfaction.</p> <p>All people engaged by Centacare are required to uphold our Values of <i>Respectful, Integrity and Equality</i> by promoting strong <i>relationships</i>.</p>

POSITION SUMMARY
<p>The Senior Service Leader will work in Aged Care to deliver services to clients, staff, and service stream in a client catchment area, demonstrating a collaborative leadership style with best practice expertise. The primary purpose of this role is managing a caseload of more complex clients, providing supervision to Support Workers, in addition to mentoring and coaching Service Leaders, demonstrating expert knowledge in your area of skill to be able to provide relevant advice or assistance in your service stream area.</p> <p>The position is focused upon developing methods ensuring that clients are enabled to maximise choice staff are actively supporting services to be safe and compliant and upskilling and modelling best practice for Service Leaders and Support Workers. As the Senior Service Leader, you will ensure the service delivers individual, flexible, innovative responsive and timely support to service users in line with the clients available funding in conjunction with Centacare's Mission, Vision and Values, and policies and procedures. This is delivered by contributing to a positive workplace culture with a primary focus on client experience, brand awareness and commercial focus in an adaptive and changing environment.</p> <p>As an operating arm of the Catholic Church, the role is performed in accordance with Catholic Social Teachings as well as the Federal and State legislative and policy environment. Due regard for the Archdiocese of Brisbane's Code of Conduct and the Mission Vision and Values of Centacare is essential.</p> <p>This role is identified as 'Key Personnel' as defined in the Aged Care Quality and Safety Commission Act (2018) (Cth) and has responsibility for the day-to-day operations within the function.</p>

KEY ACCOUNTABILITIES

Practice Leadership, supervision, and coaching:

- Lead, set outcomes, provide advice, and provide regular direct supervision and performance feedback to support workers and other direct reports with the purpose of embedding person-centred practice to deliver safe supports which enable clients to work towards their individual goals.
- Ensuring clients and their families, where appropriate; to plan, coordinate and facilitate regular team meetings and required client specific training. With an emphasis on person-centred goals and outcomes, reflective practice and managing risk.
- Set clear expectations of what best practice looks like, provide support and coaching, and develop worker awareness and capabilities to deliver quality supports and services.
- Support workers to understand capability expectations at different levels, provide constructive feedback, and create informal and formal opportunities for them to develop their skills, and build a career.
- Work collaboratively with the Practice Governance Unit to embed and maintain relevant practice frameworks
- Participate in communities of practice to contribute to the development and review of practice approaches and enhance own professional development.
- Provide guidance and support to staff to resolve workplace issues and grievances
- Complete required investigations regarding team member performance and conduct and completed disciplinary and performance management for team members where required.
- Participate in the recruitment process ensuring high quality support workers are selected and provided with positive employee experience.
- Work with clients, their families and stakeholders in partnership to resolve problems in line with relevant policy and procedural guidelines.
- Implement policies, procedures and systems for effective health and risk management so that support workers know their roles and responsibilities, look out for their own safety, and balance dignity of risk with duty of care when supporting clients.
- Mentoring and coaching Service Leaders in your stream.
- Facilitate reflective practice sessions as planned out with the relevant Regional Operational Manager (ROM).
- Upskilling and modelling best practice Mental Health/Disability for Service Leaders and Support Workers in your service stream.
- Attend client visits with Service Leader to observe and provide feedback.
- Demonstrate expert knowledge in your area of skill to be able to provide relevant advice or assistance in your service stream area.

Service Delivery & Quality:

- Manage caseload of more complex clients.
- Conduct risk assessments.
- Ensuring clients personal care, support and health needs are met and provided within the applicable standards for the relevant service stream.
- Ensuring strong relationships are built and maintained with key internal and external stakeholders and services offered by the program are promoted positively to the clients, their families and the community.
- Facilitate best outcomes for clients, the organisation and relevant stakeholders through proactive problem solving and supporting rapid industry change ensuring all compliance obligations are met.
- Entering and maintaining the client record with the current client record management system.
- Regular onsite visits to clients and staff.
- Ensure staff are skilled and knowledgeable in the delivery of supports and complete all mandatory training, including client specific training e.g. Behaviour Support Plans, dementia and end of life care / palliative care and health plans
- Ensure effective teamwork and match support staff to best meet client support needs, goals, and plans.
- Contribute to the development of all individual client specific plans, ensuring accurate and timely data collection and support the implementation, training and monitoring of these plans.
- Manage, monitor, and report on incidents and complaints – risk assess, implement improvements, and provide feedback.
- Review and identify changes to client plans and needs, ensuring consistency across support plans.

- Monitor and evaluate the effects of support delivery and engagement to guarantee the following:
 - prioritising person-centred active support
 - ensuring occurrence of planned reviews, reassessments and care delivery outcomes in alignment with service agreements
 - early identification of a change in support need and collection of evidence regarding change in need
 - Provision of relevant service plan information to Rostering to enable them to build Master Rosters
 - ensuring services are delivered within the required government frameworks, standards and legislation internal policy, code of conduct, procedures and practices.
- Supervise the implementation of individual client care plans (e.g. Behaviour Support Plan, Complex Bowel Management Plan, Epilepsy Management Plan etc)
- Ensure all documentation and recording is completed.
- Participate in Service level external quality assurance audits.
- Ensure all documentation and recording is completed.
- Contribute and participate in a continuous quality improvement approach to the provision of services.
- Make adjustments to client support schedules and routines in line with approved funding (e.g. irregular supports funding)
- Support client transitions and develop care and support plans for clients entering and exiting programs where appropriate.
- Working with stakeholder to advocate for clients funding requirements, attending planning meetings etc.
- Ensure disaster management are in place for clients including client plan development and engaging with emergency teams.
- Undertake on-call duties on a rotational basis.

Service Management (where applicable):

- Manage the running of the services which may include all or some of the following:
 - Managing service budgets, program development, compliance, reporting and record keeping, staffing ratios and vacancy management.
 - Manage staff leave, training and induction.
 - Work with Rostering to ensure services are delivered within budget.
 - Provide quality direct care when and where required.
- Support the Regional Operational Manager (ROM) as required, including stepping up as the ROM during periods of leave.

WORKPLACE HEALTH AND SAFETY

- Provide workplace health and safety leadership.
- Ensure the physical and psychosocial safety of self, employees, and clients during the provision of care and support.
- Identify and report any incidents or potential hazards or risks to the appropriate supervisor and submit a report in Guardian.
- Participate in regular risk assessment development and reviews.
- Follow established safe work procedures and guidelines.
- Ensure timely completion of all mandatory WHS training.

GENERAL

- Acts always in a manner which does not place at risk the health and safety of themselves or any other person in the workplace.
- Upholds the Archdiocese's commitment to safeguarding children and adults at risk at all times.
- Meets their obligations under relevant legislation including Workplace Health and Safety, Child Protection, Privacy, Data Protection, Workplace Gender Equity and Anti-Discrimination.
- Takes all practical steps to minimise the Archdiocese's exposure to contractual and professional liability.
- Supports the Archdiocese's contribution to Reconciliation by identifying opportunities for First Nations Australia people.
- Any other duties as requested.

Knowledge and/or Qualifications:

- Degree qualified in Community Services/ Health or equivalent, with substantial relevant demonstrated industry experience.
- Demonstrated experience of working in a leadership role in a human services organisation.
- Knowledge and understanding of funding standards and guidelines, and current legislation.
- Strong coordination, leadership, and peer support skills.
- Strong written and computer skills for the creation of plans, programs, reports, and correspondence.
- High level communication, influencing, liaison and negotiation skills.
- Established problem solving and conflict management skills.

Competencies:

- Ability to communicate effectively with a range of stakeholders.
- Ability to work with minimal supervision.
- Ability to exercise initiative and professional judgement.
- Ability to maintain confidentiality in line with Directorate policies and procedures.
- Sound decision-making, conflict resolution and problem-solving skills.
- High level of time management skills.
- A current drivers licence.
- A Positive Notice Working with Children "Blue" card and NDIS Worker Screening Card.
- A National Police Certificate.

KEY STAKEHOLDERS

EXTERNAL	INTERNAL
Clients and families Community Other service providers Government funding bodies	Regional Operations Managers Shared Services General Manager Disability and Mental Health General Manager Aged Care General Manager Enabling Services Director, Centacare Services Practice Governance Unit Rostering and Human Resources

KEY PERSONNEL REQUIREMENTS

This position is identified as 'Key Personnel'. Your ongoing employment is conditional upon you obtaining and maintaining a positive outcome in any checks required for those in a 'Key Personnel' position as defined under relevant legislation. This may include:

- Either a Nationally Coordinated Criminal History Check (NCCHC) OR NDIS worker screening clearance; Bankruptcy Register check; and/or
- Banned and disqualified check (under Part 2D.6 of the Corporations Act 2001 (refer 8C(1)(h) of the Commission Act).

It is the responsibility of employees in key personnel positions to inform the employer of any changes to their suitability assessment. Failure to disclose changes in personal details, particularly in relation to the ones noted above, may lead to the termination of this contract.

This Position Description should be seen as a guideline, not a constraint, and is likely to evolve over time. Employees are encouraged to use their initiative and creativity to find other ways to contribute to their team and the whole organisation.