

POSITION DESCRIPTION

TEAM LEADER, INDEPENDENT LIVING SERVICE

Prepared by: Chief Executive
Organisation: Catalyst Foundation
Position Title: Team Leader, Independent Living Centre Service
Classification: Level 3 AHP (subject to experience)
Employment Type: Fixed Contract- Full Time (1.0 FTE)
Job Holder:
Date: 22 March 2021

SCOPE and PURPOSE

Catalyst Foundation is a not for profit, inclusive organisation that improves the physical, social and emotional wellbeing of people disadvantaged by disability or age by providing information, linkage and referral, training programs, and opportunities for learning and social connection. We support people to be self-directed and exercise choice and control in their lives.

Catalyst Foundation recognises and engages respectfully with the diversity of our clients' life experience, cultural identity, sexual and / or gender identity, capabilities and communication needs. Catalyst Foundation will operate the Independent Living Centre service from 1 July 2021.

The Team Leader, Independent Living Centre Services will work with the Chief Executive to establish, develop and manage the Independent Living Centre service. This is a key senior role that calls for an AHPRA-registered Occupational Therapist (OT) with a strong background in assessment services, case management, and a thorough understanding of the in-home care lifecycle - from care co-ordination to service delivery and complex case management. Experience within aged care and disability settings would be a distinct advantage.

The position will work closely with other staff and a range of key external stakeholders and service providers.

As part of this responsibility the incumbent will contribute specialised skill and knowledge relating to vulnerable communities in accordance with Catalyst Foundations strategic direction. As the senior OT, the position will provide clients with the necessary treatment in relation to their needs and perform evidence-based assessments whilst working closely with student placements and the Ageing and Disability support services of Catalyst. As the Team Leader, you will also be responsible for ensuring compliance within the team, being involved in service and staff development, communicating across the team and promoting the organisational cultural values.

KEY ACCOUNTABILITIES

Reporting Relationship

This position reports to the Chief Executive.

The Team Leader, Independent Living Centre Services works effectively with all clients and stakeholders and works collaboratively and respectfully in a team environment with all other Catalyst Foundation staff, volunteers, the Chief Executive and Board.

Responsibilities

The Team Leader will lead the development and innovation of the newly established Independent Living Centre service and provide clients with timely information to support informed decision making and access to Catalyst Foundation services

The Team Leader role will act as the Clinical Assessor, Occupational Therapy. You will lead the clinical OT work and client focus in specialised assessments to a range of clients. You will be conducting assessments in partnership with clients and supporting consumer rights in accordance with the National Disability Insurance Scheme Quality and Safeguards and Aged Care Quality Standards and any other relevant service standards and legislation as appropriate.

You will be working across a diverse caseload assessing skills and capabilities, needs and strengths of individuals. You will provide tailored support to clients, enabling individual goals to be achieved. You will provide clients, carers, families and their networks with information and independent living training, including the use of appropriate equipment, daily living skills, and assistance with adapting their home environment.

The Team Leader will support Ageing SA including all process and protocols to undertake referral, service access and coordination options for clients.

You will assist in the development, distribution and evaluation of on-line data bases and marketplace platforms relating to aged care options and disability supports. You will diligently use information technology and systems to enter appropriate information about individuals to enable compilation of written reports and continuity of supports across all service offerings and ensure quality client records are gathered and maintained, and data is collected to assess and monitor the effectiveness and adequacy of services to meet necessary service agreement obligations.

As Team Leader you will undertake Continuous Improvement practices to improve internal and external policies, procedures, practices and services. You will contribute to the shared development and learning of policy and procedure to support consistency in service delivery across Catalyst Foundation.

The Team Leader will provide or manage consultancy, training and information regarding independent living, establish and work collaboratively with other service providers, community agencies, carers, and volunteer groups.

You will role model positive behaviour and a team approach to enhance effective working relationships in both team and organisational level.

You will undertake your duties and responsibilities in a safe and proper manner that observes Catalyst Foundation's Work Health and Safety (WHS) policies, procedures and operating practices and will not expose yourself or others to any risk of injury. You will adhere to privacy and confidentiality of information and conform to the requirements of Catalyst Foundation policies and the Privacy Act when accessing client details.

You will maintain hours of continual professional development as required by AHPRA and demonstrate a willingness and capacity to become better equipped to perform job responsibilities by transferring new knowledge and skills gained through training to the workplace.

You will maintain individual training and development activities to update knowledge and skills relating to policy, system, procedure, product, and service requirements inherent in current duties.

You will undertake other duties as required by the Chief Executive.

Key Performance Indicators

KPI's will be relevant to years of experience as an Occupational Therapist.

- Customer satisfaction and feedback.
- Monthly statistics and maintenance of consistent minimum billable hours.
- Client related documentation always maintained to a high standard.
- Ability to work with clinical and non-clinical colleagues.

PERSON SPECIFICATION – Selection Criteria

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> • Current and full registration with the Occupational Therapy Board of Australia. • Registration with the Australian Health Practitioner Regulation Agency (AHPRA). • Current drivers licence 	<ul style="list-style-type: none"> • Business management, leadership, project management qualifications are desirable
Experience	<ul style="list-style-type: none"> • 5+ years of experience in clinical practice within aged care or healthcare-related role • Development of OT billable services • Experience in a leadership or senior consulting role focussed on service delivery • Demonstrated experience in working with a range of clients and client needs • Previous experience in assessing and working with solution-focused therapy and skills • Clinical leadership abilities and proven experience in exercising sound judgement • Demonstrated leadership of staff and team including management of staff workloads, performance and development. • Proven experience in quality systems, management and NDIA accreditation. • Demonstrated ability to implement culturally appropriate client services and practice with Aboriginal and Torres Strait Islander communities, people from Culturally and Linguistically Diverse and LGBTIQ+ communities. 	<ul style="list-style-type: none"> • Experience working in not-for-profit sector • Experience working with State Government and/ or Commonwealth Government • Demonstrated experience in case management, brokerage, care planning and intervention strategies • Proven ability in project coordination and the development of action plans and acquittal processes • Experience in Grant and Revenue growth for services
Skills & Aptitudes	<ul style="list-style-type: none"> • Friendly, approachable, collaborative and professional manner • Strong work ethic • Desire to work for a dynamic, innovative and forward thinking organisation • Good organisational, planning and prioritising skills, including the ability to work both independently and as part of a team. • Demonstrated commitment to principles of enhancing independence and empowerment, choice, and control. 	<ul style="list-style-type: none"> • Strong sector networks and relationships



	<ul style="list-style-type: none"> • Commitment to quality and exceptional report writing skills • Exemplary verbals skills; interpersonal communication and negotiation skills • Demonstrated interpersonal skills, including communication and conflict resolution required to deliver and foster relationships within a team. • Excellent time management skills with ability to deliver quality outcomes within agreed timeframes • Ability to work collaboratively with multiple stakeholders, including health professionals, case managers, family members, carers and other internal service providers. • Well-developed skills in data collection and assessment • Effective judgement and decision making • Well-developed analytical and problem solving skills and the application of these skills into innovative solutions • Sound computer skills, Microsoft Office suite and database programs. 	
Knowledge	<ul style="list-style-type: none"> • Knowledge of Aged Care systems, standards funding and services • Knowledge of quality assurance processes and systems • Knowledge of aged care and disability sectors including policy reforms • Knowledge of the NDIS framework, funding and services • Knowledge of government policies and direction in aged care and disability sectors. 	<ul style="list-style-type: none"> • Knowledge of service networks for ageing and disability issues in South Australia
Personal Attributes	<ul style="list-style-type: none"> • Exemplary ethics with high work standards • Proactive and solution orientated • Empathy for individuals in vulnerable communities • Demonstrated ability to work collaboratively as a member of a team and to be self-motivated. 	
Other	<ul style="list-style-type: none"> • Demonstrated commitment to Catalyst mission and values • Cultural fit with organisation and team • Department of Human Services screenings including, Aged Care Sector, Disability Services Employment and Working with Child Screening. • Successful applicant will be required to obtain a Medicare and DVA Provider numbers. 	