

# Community Living Association Inc

5 Nundah Street, NUNDAH Q 4012 Tel. (07) 3266 5633 Fax. (07) 3266 5866

*Managing: Community Living Program, ARROS & CoCos incorporating Reconnect and YSC.*

**Email.** Co-Ordinator: [moconnor@communityliving.org.au](mailto:moconnor@communityliving.org.au)  
General: [reception@communityliving.org.au](mailto:reception@communityliving.org.au)  
Finance: [finance@communityliving.org.au](mailto:finance@communityliving.org.au)  
Volunteers: [volunteers@communityliving.org.au](mailto:volunteers@communityliving.org.au)

**Web.** [www.communityliving.org.au](http://www.communityliving.org.au)

## **Team Leader – Community Living Program Team**

### **Community Living Association**

[www.communityliving.org.au](http://www.communityliving.org.au)

Full time position 38 hours/week

SCHCADS Award Level 6 plus fringe benefits

Degree in Social Work or similar preferred

Applications to be emailed to [reception@communityliving.org.au](mailto:reception@communityliving.org.au) by 5 pm Monday, 11<sup>th</sup> November 2019.

Application should include a Cover Letter, Resume and Response to all Selection Criteria to be considered.

For enquiries contact Morrie O'Connor on 3266 5633.

# Community Living Program

## ROLE DESCRIPTION

### TEAM LEADER CLP

#### **PURPOSE**

To work within Community Living Association to build a community where people with intellectual disability feel safe, have the opportunity to share their gifts, their talents are valued, have a range of supportive relationships, experience good physical and mental wellbeing and have adequate resources to live a full life.

#### **TASKS**

- To recruit suitable staff to the team.
- To support, supervise, review the performance of team members.
- To ensure practice is consistent with CLA policy and consistent with NDIS agreements.
- To promote CLA Capacity and Core Team services.
- To directly engage in capacity and core roles as well as other project roles carried by this team.
- To offer cross over support to Support Co-ordination and Mental Health Social Work Team while avoiding any role conflict of interest.
- To ensure appropriate recording of information and appropriate reporting to NDIA.
- To prepare reports e.g. to CLA Co-ordinator and CLA Management Committee.
- To lead Team in reviewing and evaluating the service and developing new initiatives, direction and continuous quality improvement.
- To share, promote and document the Team's work.
- To liaise with government and non-government and other community groups.

#### **ACCOUNTABILITY**

To CLA Co-ordinator or delegate.

## **Employee Level - Social, Community, Home Care and Disability Services Industry Award 2010**

Team Leader - CLP Team will be classified at Level 6 under the Award.

### **Characteristics of the level**

**(a)** A person employed as a Social and community services employee level 6 will operate under limited direction from senior employees or management and undertake a range of functions for which operational policies, practices and guidelines may need to be developed.

**(b)** General features at this level allow employees the scope to influence the operational activities of the organisation and would require employees to be involved with establishing operational procedures which impact upon the organisation and/or the sections of the community served by it. Employees at this level will be expected to contribute to management of the organisation, assist or prepare budgets, establish procedures and work practices. Employees will be involved in the formation of programs and work practices and will be required to provide assistance and/or expert advice to other employees. Employees may be required to negotiate matters on behalf of the organisation.

**(c)** Positions at this level will require responsibility for decision-making in the particular work area and the provision of expert advice. Employees will be required to provide consultation and assistance relevant to the workplace. Employees will be required to set outcomes for the work areas for which they are responsible so as to achieve the objectives of the organisation. They may be required to undertake the control and co-ordination of a program, project and/or significant work area. Employees require a good understanding of the long term goals of the organisation.

**(d)** Employees may exercise managerial responsibility, work independently as specialists or may be a senior member of a single discipline project team or provide specialist support to a range of programs or activities. Positions at this level may be identified by: impact of activities undertaken or achievement of stated outcomes or objectives for the workplace; the level of responsibility for decision-making; the exercise of judgment; delegated authority; and the provision of expert advice.

**(e)** Managing time is essential so outcomes can be achieved. A high level of interpersonal skills is required to resolve organisational issues, negotiate contracts, develop and motivate staff. Employees will be required to understand and implement effective staff management and personnel practices.

### **Responsibilities**

To contribute to the operational objectives of the work area, a position at this level may include some of the following:

**(a)** undertake significant projects and/or functions involving the use of analytical skills;

**(b)** undertake managerial or specialised functions under a wide range of conditions to achieve results in line with organisation goals;

**(c)** exercise managerial control, involving the planning, direction, control and evaluation of operations which include providing analysis and interpretation for either a major single or multi-specialist operation;

**(d)** undertake a range of duties within the work area, including develop work practices and procedures; problem definition, planning and the exercise of judgment; provide advice on policy matters and contribute to their development;

- (e)** negotiate on matters of significance within the organisation with other bodies and/or members of the public;
- (f)** provide advice on matters of complexity within the work area and/or specialised area;
- (g)** control and co-ordinate a work area or a larger organisation within budgetary constraints;
- (h)** exercise autonomy in establishing the operation of the work area;
- (i)** provide a consultancy service for a range of activities and/or to a wide range of clients;
- (j)** where the prime responsibility lies in a specialised field an employee at this level would undertake at least some of the following:
  - (i)** provide support to a range of activities or programs;
  - (ii)** control and co-ordinate projects;
  - (iii)** contribute to the development of new procedures and methodology;
  - (iv)** provide expert advice and assistance relevant to the work area;
  - (v)** supervise/manage the operation of a work area and monitor work outcomes;
  - (vi)** supervise on occasions other specialised staff;
  - (vii)** supervise/manage the operation of a discrete element which is part of a larger organisation;
  - (viii)** provide consultancy services for a range of activities.

### **Requirements of the position**

Some or all of the following are needed to perform work at this level:

#### **(a) Skills, knowledge, experience, qualification and/or training**

- (i)** comprehensive knowledge of organisation policies and procedures;
- (ii)** specialist skills and/or supervision/management abilities exercised within a multi disciplinary or major single function operation;
- (iii)** specialist knowledge gained through experience, training or education;
- (iv)** appreciation of the long term goals of the organisation;
- (v)** detailed knowledge of program activities and work practices relevant to the work area;
- (vi)** knowledge of organisation structures and functions;
- (vii)** comprehensive knowledge of requirements relevant to the discipline.

#### **(b) Prerequisites**

- (i)** degree with substantial experience;

**(ii)** post graduate qualification;

**(iii)** associate diploma with substantial experience;

**(iv)** attained through previous appointments, service and/or study with a combination of experience, expertise and competence sufficient to perform the duties required at this level.

**(c) Organisational relationships**

**(i)** works under limited direction from senior employees of the Committee of Management or Board;

**(ii)** supervision of staff.

**(d) Extent of authority**

**(i)** exercise a degree of autonomy;

**(ii)** may manage a work area or medium to large organisation or multi-worksite organisation;

**(iii)** has significant delegated authority;

**(iv)** selection of methods and techniques based on sound judgment;

**(v)** manage significant projects and/or functions;

**(vi)** solutions to problems can generally be found in documented techniques, precedents, or instructions. Advice available on complex or unusual matters.

## Team Leader – CLP Team

### SELECTION CRITERIA

The successful candidate will have a demonstrated ability and/or capacity to perform the tasks outlined in the selection criteria listed. Please note – it is essential to write half a page to one page responses for each selection criteria (with the exception of SC7, SC8).

SC1 - An essential valuing, fondness and commitment to constituents.

SC2 - Ability to lead and support a team of workers.

SC3 - Personal practice framework that informs your approach to working towards the best possible outcomes for constituents.

SC4 - Demonstrated administration and management abilities.

SC5 – A determination to support others to achieve their goals and a willingness to be open to trying new ways. To always support the development of people capacity in relationships, resources, knowledge and decision-making.

SC6 - Demonstrated ability to deal with conflict, ethical dilemmas and practice dilemmas.

SC7 – A current driver’s license, own car, eligibility for blue card and yellow card with concurrent exemption.

SC8 – Degree in Social Work or similar preferred.

In responding to Selection Criteria, please **use examples of work** that you have been involved in.

Applications in writing to:  
Co-ordinator  
C.L.A. Inc  
5 Nundah Street  
NUNDAH QLD 4012

Or emailed to: [reception@communityliving.org.au](mailto:reception@communityliving.org.au)

Applications close 5 pm, Monday 11<sup>th</sup> November 2019

The application is to include the following:

- A brief letter stating the position title of the vacancy and your name, address and phone number.
- A resume/curriculum vitae.
- Your response to each of the selection criteria. Applicants who do not address all selection criteria will not be considered.
- The name, positions and phone number of at least two (2) referees who can comment on your abilities regarding the selection criteria.

# Community Living Association

## POLICY AND PROCEDURES

### Trauma, Vicarious Trauma, Burnout and Self-Care

#### **PREAMBLE**

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potential not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether a) this might prevent them applying for a job at CLA or b) whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

#### **POLICY**

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

#### **PROCEDURE**

- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 4.3 Outreach Worker Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include: self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.