

POSITION OVERVIEW

Team Leader – CREATE ACCESS

Position Purpose:

This position is within the CREATE Access department which provides individualised support and a Futures for Young Adults Program to people with a disability. The Team Leader role is responsible for the provision of a range of support for individuals with a disability, coordination of the Individualised Support and Futures for Young Adults Program team and other small group programs as required.

Conduct of this role is to be within the context of:

- CREATE Mission, Commitment, Values, and Culture;
- CREATE policy & operational procedures;
- CREATE Code of conduct and Code of practice; and
- CREATE Personal standards criteria;

Principal Accountabilities:

Accountable to the Manager Access for:

- 1) Work closely and collaboratively with the Access Manager to ensure smooth program delivery across all programs within CREATE Access;
- 2) Coordination of the Individualised Support Program team, including: responding to day-to-day operations, employment, supervision, support and mentoring to staff and recommend any professional development needs;
- 3) Establish and maintain high standards of service delivery to clients in line with DHS standards;
- 4) Liaise with external bodies such as the Department of Human Services (DHS) and other related organisations on behalf of CREATE and its program participants; and
- 5) Establish and maintain good working relationships with CEO, Managers and Team Leaders, CREATE Access staff and all CREATE staff and clients.

Typical Duties

- 1) In close liaison with Manager Access, set priorities for the Individualised Support and Futures for Young Adults area and other programs as required;
- 2) Manage records relating to CREATE and DHS reporting requirements such as the Disability Self Assessment reports, incident reports, staff supervision notes and funding agreements in line with administrative policies and procedures;
- 3) Allocate staff workloads;
- 4) Developing staff training plans as agreed in performance reviews;
- 5) Source and manage resource requirements for support services, including staffing and materials, and any other requirements that may arise;
- 6) Seek to resolve operational issues and/or concerns at the point of concern; and
- 7) Attend and actively participate in staff meetings as directed.

PERFORMANCE

Annual performance and achievement reviews are assessed against:

- Position overview;
- Key position criteria; and
- Specific achievement objectives as negotiated and agreed with the Manager Access; and
- Regular reporting of core responsibilities.

KEY POSITION CRITERIA

Essential to this position:

- 1) Relevant tertiary qualification(s) and experience;
- 2) Sound understanding of issues confronting people with a disability and how they impact on life skills;
- 3) High level of interpersonal skills including the ability to listen and negotiate with a variety of people;
- 4) Strong commitment to supporting people with a disability to achieve their goals;
- 5) Ability to problem solve with creativity and initiative;
- 6) Ability to set priorities and effectively plan and organise work independently;
- 7) High level of written and verbal communication skills
- 8) Proven ability to manage change with a commitment to continuous improvement; and
- 9) High level of computer literacy skills.

Also essential to all CREATE employees is a high level of personal standards including:

- personal presentation;
- work attitude, commitment and dedication;
- professionalism;
- work relationships with peers, senior management and all other staff;
- problem solving and conflict resolution skills; and
- personal initiative.

SUPPORT

This position will be resourced and supported by:

- open door access to Manager Access;
- regular supervision/support meetings with Manager Access;
- CREATE Access department meetings and all of organisation staff meetings and activities;
- professional development opportunities; and
- access to the Chief Executive Officer via department manager if required.

Professional Development

Professional development is supported through participation in role-related training as negotiated with the Chief Executive Officer.

Confidentiality

All CREATE staff members are required to sign a Confidentiality Agreement upon commencement of their employment.

CONDITIONS OF EMPLOYMENT

Position Title

Team Leader
CREATE Access

Classification

Community Development Worker, Class II (b)
Social and Community Services Award (SACS)

Contract period

Start Date:

Position is permanent ongoing following a successful 3 month probationary period AND **provisional** upon appropriate funding levels.

Hours of work

38 hours per week (76hrs per fortnight) within normal business hours or as agreed.

You will be required to share an on call service to assist in providing support to service users in the individualised support program.

Salary

Salary range is as per the SACS Award, relevant government legislation and CREATE's Policies and Procedures.

Salary is paid fortnightly, directly into employee bank account. Salary packaging is available within CREATE (Geelong) Inc guidelines from employment start date.

Vehicle

Limited personal use of a motor vehicle may be available, dependent upon skills and experience of the applicant OR equivalent monies towards the cost of fuel in line with CREATE policies and procedures.

Entitlements & conditions

Entitlements and conditions as specified within the Social and Community Services Award (SACS) and relevant government legislation.

Location

CREATE conducts business at North Geelong, Norlane, Rodney Road and Wyndham. The primary location for this position is based at CREATE'S Head Office, 285 Melbourne Rd, North Geelong 3215.

Responsible to

Manager Access

Variations

Employment variations and changes by exception must be agreed, authorised by the the Chief Executive Officer and documented within relevant confidential employee file.

Delegated authority

The level of delegated authority is that required to fulfill areas of designated responsibility and as per CREATE delegation of authority policies and procedures or CEO authorised delegation by exception.

Termination

Employment termination by either employee or employer must be as per the conditions of the Social and Community Services Award (SACS) and relevant government legislation.

MANDATORY

Mandatory to this position:

1. Provision of certified transcripts of academic record and statement(s) of relevant professional experience and training;
2. Curriculum vitae beginning with most current employment particulars;
3. Statement addressing key selection criteria;
4. Three current referees;
5. Satisfactory police check;
6. Working with children check; and
7. Current Driver's Licence.

POSITION APPLICATION

Applications for this position to be marked CONFIDENTIAL and forwarded to:

The Chief Executive Officer
CREATE (Geelong) Inc
PO Box 146, CORIO VIC 3214
e. headoffice@creategeelong.com
p. 03 5240 2100
f. 03 5272 2304
www.creategeelong.com

Applications must be received by 25th January 2010