



## **Position Description**

*Private and Confidential*

### **House Leader**

## The Organisation

LiveBetter Community Services is an organisation formed through an amalgamation of several like-minded, regionally based community service organisations that recognised the need for specialist service provision for the people of regional Australia.

Delivering a range of disability, aged, carer, child & family, mental health and clinical services, LiveBetter takes a holistic approach to working with customers, seeking to meet their needs and preferences. We also assist community members with information, linking and referrals.

The major organisations that merged to form LiveBetter are CareWest [Central West, Orana, Far West, Northern and Riverina Murray regions of NSW], Excelcare [Central Queensland], Age Concern [Albury NSW], Family Link [Wagga Wagga NSW], There4U [Central Queensland], Home and Community Care services [Broken Hill] and Translinc [Central West NSW]. Several other organisations had previously amalgamated with CareWest over the past ten years.

LiveBetter and its antecedent organisations have undergone a period of significant growth, with continuing growth in staff numbers, service capacity and diversity and in geographic spread. To support this growth, LiveBetter invests heavily in corporate infrastructure and management systems as well as staff training and development.

LiveBetter's annual revenue is in excess of \$100 million. 80% of revenue comes directly from Commonwealth and State Government funding, with service user contributions and revenue from commercial activities making up the balance.

LiveBetter has around 1,700 staff and 300 volunteers operating homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

LiveBetter is positioned as one of the largest regionally-based providers of community services in eastern Australia. LiveBetter remains focused on ensuring programs and services are provided by local staff, and tailored to the individual needs of local people and communities.

**Our Purpose: Enabling the people in regional rural and remote Australia to live their best lives.**

## Our Values

LiveBetter's Values guide the way we conduct ourselves. This includes how we interact with our clients, community and business partners and how we treat each other. LiveBetter's Values are:

- **Integrity:** We live out our values, are honest and ethical in all our dealings and are accountable for our actions.
- **Respect:** We value the individual. We recognise the rights and choices of the client, employees and the community. We encourage teamwork and support diversity within the team.
- **Cooperation:** We strive to identify and create value from partnerships and alliances with other organisations, agencies, businesses, communities and within our own organisation.
- **Empowerment:** We believe that individuals and communities should be encouraged and supported to realise their full potential.
- **Excellence:** We strive for excellence and best practice in all that we do as individuals, teams and as an organisation.

## The Position

<b>Position title:</b>	<b>House Leader</b>
<b>Location:</b>	<b>Albury</b>
<b>Job Type:</b>	<b>Fixed Term Full Time (6 months)</b>
<b>Reports to:</b>	<b>Area Manager</b>
<b>Direct reports:</b>	<b>Disability Support Workers</b>

### Key Position Responsibilities

The **House Leader** provides oversight and management for all day to day functions within a group home in Albury for a 6-month fixed term full time period, for the purpose of piloting a new approach, with the possibility to transition to a permanent role.

#### Key accountabilities of House Leader include:

1. Oversee all functions within the house, taking a key leadership role within delegated authority to ensure all aspects operate smoothly, to the satisfaction of participants, their families and LiveBetter
2. Be present in the house to perform your role, allocating 40% of time (2 days) to administration and 60% of time to hand's on, support shifts
3. Supervise and provide support to a core team of Disability Support Workers (DSWs), building a cohesive and high performing team
4. Establish performance expectations and address skills, performance and training needs of Disability Support Workers.
5. Communicate regularly and effectively with all client's family members/guardians, LiveBetter, NDIA and other external providers as required.
6. Lead the staff team as champions of person-centred, active support and goal attainment.
7. Attend NDIS Planning meetings, ensuring supporting documentation is up to date, reflective of the client's needs and provides strong evidence for plan reviews.
8. Ensure DSWs maintain comprehensive client files (both CTARS and the hard copy folder) including filing/uploading any incoming new information.
9. Ensure Restrictive Practices are submitted, amended and reviewed, as needed. Attend all Restrictive Practice panel meetings.
10. Develop and complete Stakeholder Meetings – every 3 months (or more often if necessary).
11. Attend relevant professional development and clinical training as required, and provide updates, education and support to Disability Support Workers.
12. Attend monthly supervision meetings with Area Manager.
13. Ensure all practices and documentation comply with the NDIS Practice Standards.
14. Ensure the roster maintains a core team and initiate recruitment in consultation with the Area Manager to replace the core team if staff numbers reduce.
15. Ensure the house operates within the approved SIL, Roster of Care (ROC) and household account budgets.
16. Ensure the SIL and SLA are current and approved at all times.
17. Monitor and address the implementation of individual client plans.
18. Ensure incidents and complaints are reported and actioned in accordance with Policy.
19. Monitor the health and wellbeing of participants, following up on medical and other appointments.
20. Maintain an up to date House Manual that aligns with LiveBetter Policy and NDIS Standards, ensuring business processes are clearly documented and staff are aware and compliant.

## The Person

### Essential

- Relevant experience, or willing to obtain qualifications and training in Community Services.
- High level administrative and organisational skills, ability to coordinate and prioritise work.
- Demonstrated computer skills, including the Microsoft Office suite of products and the ability to use client management systems, data bases and rostering systems.
- Strong financial administration skills and understanding and the ability to support plan/budget management.
- Strong analytic and creative problem-solving skills
- Ability to work as part of a team, whilst providing leadership and supervision to team members.
- Demonstrated experience delivering high level customer service (preferably within a disability setting).
- Have adaptable communication and interpersonal skills and able to engage/manage stakeholders
- Current Australian Driver's Licence.
- Completion of NDIS Worker Orientation Module 'Quality, Safety and You'\*

*\* The NDIS Worker Orientation Module 'Quality, Safety and You' is an interactive online course that explains the obligations of workers under the [NDIS Code of Conduct](#) – from the perspective of NDIS participants. All registered NDIS providers under the NDIS Commission require that this module be completed to undertake work within Disability Services. Completion of the module will take approximately 90 minutes and is free. You can save, exit and return to the module at any time. Once completed, you will receive a certificate of completion that is to be provided when applying for any Disability services related roles.*

***Training can be accessed here: <https://training.ndiscommission.gov.au/>***

### Desirable

- Previous experience working in a Disability service organisation.
- Demonstrated knowledge and understanding of the Disability sector, including the complex challenges faced by people with a disability.

### Other requirements

- Pass a Criminal History Check and undertake a pre-employment medical assessment (including a drug and alcohol screening).
- Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
- Ability to be flexible with work hours to meet reasonable demands of the position.

### Risk

All staff must be aware of operational and business risks. They should:

- provide input into various risk management activities,
- assist in identifying risks and controls,
- report all emerging risks, issues and incidents to their manager or appropriate officer.

**Remuneration**

This position is employed on contract for a 6-month fixed term full time period. Salary packaging opportunities are available. *I hereby acknowledge that I have received my Position Description and understand what my duties and responsibilities are:*

Employee Name:		Date:	
Signature:			