

## Position Description

*Private and Confidential*

### Support Leader – Out of Home Care

## 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>	Support Leader – Out of Home Care
<b>Location:</b>	Orange / Bathurst
<b>Job Type:</b>	Permanent Part-time (72 hours per fortnight)
<b>Reports to:</b>	Coordinator
<b>Direct reports:</b>	Support Workers

## Service Description

LiveBetter's out of home care services provide support, care and a safe environment for young people with a disability and/or complex and challenging behaviours.

## Key Position Responsibilities

The primary objective of this position is to manage a residential care property that provides services to children and young people, people with a disability and people with mental health conditions.

Core responsibilities for this position include:

- Manage a team of residential support workers within a residential house.
- Develop and implement high quality case plans or Individual Plans for LiveBetter clients.
- Assisting with the development and implementation of the Departmental Case Plan, and subsequently developing and implementing the LiveBetter Case plan that drives day to day service delivery.
- Ensure that residential care is delivered in accordance with legislation, relevant standards, LiveBetter policies and procedures and funding body requirements.
- Develop and maintain functional and supportive relationships with clients in residential care in order to promote positive outcomes.
- Develop and maintain relationships with family members and significant others in order to promote positive outcomes for clients.
- Ensure that Client files are up to date with all client information.
- Meet with clients and family members to gather input for case plans and ensure their views are represented.
- Provide clear and detailed information to inform the development of case plans, or individual plans.
- Support and maintain client welfare and interests at all times.
- Coordinate and support the care team involved in the delivery of the case plan or individual plan.
- Manage communication with key stakeholders, internally and externally.
- Manage allocated house budget and ensure that services are delivered within allocated budget.
- Coordinate the intake of new clients into residential care in conjunction with the Care Team.
- Arrange and undertake maintenance of residential house at an appropriate standard in accordance with standards and contractual requirements.
- Develop and maintain procedures for residential units which maintain compliance with relevant standards of care and contractual obligations.
- Support and promote the work of LiveBetter, maintaining a positive image of the organisation in accordance with level of position.
- Comply with the LiveBetter Code of Conduct, all procedures and practices, external funding body requirements and legislation.

- Apply and uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety and Environment requirements.

**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.

**Person Specification**

**Essential**

- Tertiary qualification in Human Services or related discipline or equivalent relevant experience.
- Demonstrated understanding of current casework practice for children and young people, people with a disability or people with a mental health issue.
- Experience in the co-ordination and management of 24-hour residential services for vulnerable people.
- Demonstrated capacity to work in a fast-paced environment dealing with complex and challenging situations.
- Demonstrated ability to develop quality case plans or individual plans that are consistent with appropriate policy and procedures.
- Demonstrated capacity to work autonomously in carrying out agreed case plans, or individual plans, for multiple clients simultaneously.
- Highly developed analytical skills and the ability to apply these skills in case management.
- High level organisation and time management skills, which includes the ability to reorganise work priorities to meet changing demands.
- High level communication, influencing, liaison, negotiation and mediation skills.
- Demonstrated capacity to manage crises and critical issues.
- Completion of the NDIS Worker Orientation Module – ‘Quality, Safety & You’.
- Current Australian Drivers licence.
- Current first aid and CPR qualification.

**Other requirements**

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

**Remuneration**

An appropriate remuneration package in line with the skills and experience of the successful candidate will be negotiated. 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:			