

Position Description

Private and Confidential

Support Leader – Out of Home Care

The Organisation

For over 35 years, LiveBetter Community Services has been delivering specialist service provision for the people of regional Australia. We are a not-for-profit organisation, originally formed through an amalgamation of several like-minded, regionally based organisations, with our head office based in Orange NSW and around 50 homes, day centres, respite cottages, offices and community hubs across Central Queensland and regional NSW.

Currently we deliver more than 80 customer-focused service programs across the aged care, disability, community development, child and family, Out of Home Care, clinical and mental health sectors, from offices and facilities in more than 45 communities. We employ more than 1600 people and 400 volunteers and in the last 12 months we provided care and support to more than 13,000 individuals and families living in regional, rural and remote communities.

Focusing on support in the home, and connections to the community, our approach to service delivery is to work with our customers in a holistic manner, seeking to meet their goals, needs and preferences. We also assist community members with information, linking and referrals.

As the need for community services remains strong, LiveBetter continues its significant growth, with steady 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 more than \$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 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: *We inspire possibility by giving people access to support in their chosen community*

Our Mission: *By connecting capable, passionate and caring locals with those who need support*

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

Position title:	Support Leader – Out of Home Care
Location:	Wagga Wagga
Job Type:	Permanent Part-time (72 hours per fortnight)
Reports to:	Coordinator
Direct reports:	Youth 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.

Other requirements

1. Obtain and pass a National Criminal History Check and Pre-Employment Medical Assessment, including drug and alcohol screening and obtain a NSW Working with Children Check clearance.
2. Obtain an NDIS Worker Screening Clearance.
3. Current Australian Driver's Licence.
4. Current First Aid Certificate including CPR certification.
5. Advise LiveBetter in writing of any conditions which may impact ability to carry out the responsibilities required of the role.
6. Ability to be flexible with work hours to meet reasonable demands of the position.
7. Completion of NDIS Worker Orientation Module 'Quality, Safety and You'*

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:			