



SIL/Respite Assistant Team Leader

Position Description

	SIL/Respite Assistant Team Leader
Employment type and duration	Part Time fixed term for an initial 12 months, subject to review at the end of 12 months. 6 Months probationary period applies
Hours of employment	3 days, 18 hours per week, 9am to 3pm
Employment Entitlements	Annual Leave 4 weeks (Pro-rata) Sick Leave 2 weeks (pro-rate)
Pay	\$33 per hour part time
Location	Go Care Head Office - 71 Drummond Street, Dennington, Victoria
Responsible to	SIL Team Leader – Ishmale Rupanga

GoCare Support Services offer a range of services to meet the needs and requirements of NDIS participants, this may include community access, personal care, accommodation, supported employment and workplace experience. Providing highest quality support that empowers people to achieve the best version of themselves and to engage in and enjoy their life.

Go care is a Registered NDIS Provider, fully accredited for a diverse range of services.

Scope of the Position

The Assistant SIL/Respite Team Leader supports the SIL/Respite Team Leader in overseeing the day-to-day operations of Go Care group homes and respite ensuring the provision of high-quality, person-centred support and care to residents that optimises the quality of life of each person.

The Assistant SIL/Respite Team Leader will work with the SIL/Respite Team Leader at being the key contacts and relationship champion with individual clients and carers. They ensure a strong customer service ethos is implemented in the delivery of timely services.

The Assistant SIL/Respite Team Leader will support the SIL/Respite Team Leader in ensuring that services provided abide by the NDIS Quality & Safeguarding Framework and Code of Conduct. delivery of a contemporary, individualized, community based, inclusive model of care in residential support. Ensure the safety and rights of residents are maintained and supported at all times.

Who should apply for this position?

This role is suitable for someone who would like to work for an organisation with a purpose of that is having positive impact for people with disabilities and their families. If you have an interest in the disability sector and community this is the role for you.

Skills required

Skills	Requirement	Description
Communication skills	Essential	The applicant should have good verbal and written communication skills

Organisational skills	Essential	Highly proficient in managing multiple tasks, keeping records, updating files, organising rosters, managing sick leave and bidding shifts, data entry and filing
MS Office Suite Google Suite	Essential	Proficiency in the use of MS Word, MS Excel, One drive, google,
Interpersonal skills	Important	The applicant should have excellent interpersonal skills and be able to liaise with a range of possible stakeholders, including support staff, participants, and director.
Productivity Tools	Desirable	The applicant should have knowledge or should be prepared to learn how to use productivity tools such as Trello, Canva
NDIS	Essential	NDIS Worker Screening Clearance (this will need to be done before start of employment)
NDIS	Important	Experience in the NDIS field

Key Responsibilities

Administrative tasks

- Utilizing the relevant rostering system for rostering support staff shifts including but not limited to, the Supported Independent Living shifts; as per the companies' relevant procedures.
- Complete an End of Day report at the end of each admin shift, once per day.
- Complete Daily Morning Checklist and documenting this on the End of Day Report, once per day.
- Maintaining documents for auditing purposes such as, but not limited to, scanning documents onto GOCare's online system and archiving paper-based documents.
- Assist with creation and maintenance of duty statements, participant snapshots, participant crisis management plans and participant profiles.
- Assisting with creation and maintenance of SIL house procedures.
- Complete shift notes, incident reports, medical report forms, treatment sheets and medication sign off sheets as required.
- Attending weekly office Administration Team Meetings/Toolbox Meetings.
- Assisting with organisation of SIL/Respite House team meetings, taking minutes of meetings and communicating this to appropriate support staff (1 team meeting per SIL house, every 2 months)
- Assist in organising and participate in support staff 3 monthly catch ups and 12-month PDR reviews and follow up with any queries as a result of these meetings (1 per support staff member, per 3 months Supervision, and 1 per support staff member 12-month PDR review).
- Manage SIL house finance folders weekly (1 per SIL house, per week)
- Assist with rostering as required.
- Other administration duties as required.

Learning and continuous improvement

- Complete NGO training modules (1 per week).
- Proactive in learning new procedures and processes, new or updated relevant laws, new or updated NDIS requirements as directed.

Customer Service

- Collaborate with allied health professionals on behalf of SIL participants.
- Answering incoming phone calls on the landline and mobile phones, and if unable to answer the query, directing the query to the applicable admin team member, or organising a follow up call or email from the appropriate admin team member.
- Maintaining excellent customer service for Participants and Next of Kin.
- Maintaining excellent customer service for Customers in the Postal Cafe (if applicable).
- Maintaining excellent customer service for our External Stakeholders and Partners.
- Recommend improvements to current systems to ensure a high customer quality customer service.
- Assist key workers to support SIL participants to hold a 'SIL House' meeting once per 6 months (1 per house, every 6 months).
- Regular follow up with each participant (1 follow up per SIL participant, every 2 months).

Teamwork

- Demonstrate and collaborate within the team to ensure tasks are completed on time.
- Demonstrate GOCare Support Services Core Values within the team.
- Be supportive of the team you work within.
- Be proactive with suggestions and collaboration with the team by providing feedback to SIL Team Leader and management.
- Responding to team enquires and communication in a timely manner.
- Maintaining an attitude of accountability and responsibility by being reportable to management for all aspects of the specific role's workplace duties listed in this duty statement.

Other

- Direct Disability Support Work may be assigned during and after business hours.
- 3 Monthly Supervision with direct line management (Supported Independent Living Team Leader) (1 per 3 months).
- 12 Monthly Performance Development Review (PDR) (1 per 12 months)

Selection Criteria

- Demonstrated ability to work as a team and independently in a efficient and timely manner.
- Excellent time management, organisational, administrative, and problem-solving skills
- Excellent verbal and written communication skills
- Understanding of the disability and NDIS sectors
- Effective communication skills
- Multi-stakeholder engagement abilities
- Problem solver
- Ability to develop a strong team culture and uphold core values.
- Must be able to demonstrate strong leadership skills and leading a team