



Building better futures
for children with disabilities

Position Description

Team Leader

Early Childhood Intervention (ECI) & School Aged Service

Classification	ECIS Level 3
Program/Department	Services
Reports to	Operations Manager
Supervises	Team of ECI Professionals

About Noah's Ark

Noah's Ark is a not-for-profit community organisation providing early childhood services to children with disabilities and additional needs. We are the largest early childhood intervention service operating in Victoria and also operate in the ACT.

We are driven by a strong philosophy and core values, and have always placed children and families at the centre of all the work we do. We value all our staff and strive to provide a positive working environment where everyone feels supported, valued and able to achieve their goals.

Our staff have a passion for transforming the lives of children and are united in a commitment to providing quality services. We know that the work we do with children and families can make a profound difference.

Position Summary

As a member of the management team the role of the Team Leader is to oversee and lead the delivery of a high quality, accountable program in accordance with:

- Funding body agreements and associated program guidelines
- Noah's Ark strategic plan and its policies, processes and procedures
- Noah's Ark Early Childhood Intervention (ECI) practice principles and model of service
- Relevant legislation.

The position may also provide direct service to families under the program. Refer to the Early Childhood Intervention Professional Position Description.

Key Responsibilities

- As part of the management team contribute to continuous service improvement and the goals of the organisation
- Lead team to deliver effective and efficient service delivery to meet client needs
- Program management to meet the service area requirements
- Manage key stakeholder relationships
- Manage staff with effective leadership, coaching and communication

- Manage administration to meet the needs of the organisation and the program
- Develop and maintain effective internal and external working relationships

Key Results Areas

1. Leadership

- Lead and manage staff to ensure the services provided by the team are delivered according to Noah's Ark standards, NDIS and Fee for Service business rules and processes
- Lead and support the team to establish effective and collaborative working relationships across the team and the organisation.
- Conduct effective team meetings and keep staff informed of program requirements and organisations initiatives or changes.
- Assist in the design and implementation of continuous improvement processes and program evaluations and make recommendations for service improvements.
- Build Noah's Ark's capacity to improve service delivery and business approaches through contribution at Team Leader meetings and state-wide program development initiatives
- Represent Noah's Ark in local consultation processes and service initiatives.

2. Program Management

- Develop an annual program plan for the team that aligns with current and projected service needs
- Adapt program as required in line with new program developments, guidelines or changes in Noah's Ark policy
- Ensure that NDIS and fee for service programs are provided and administered effectively and in a manner that ensures their commercial viability
- Manage team budget to ensure it achieves targets by: having input into the budgeting process; monitoring expenditure and revenue against targets; reporting monthly on the financial indicators of the team.
- Ensure the team meet the customer service standards.

3. Stakeholder Relationship Management

- Develop and maintain relationships with local stakeholders such as: children's service providers; support groups representing the needs of the target groups; and other agencies providing support services for children in the target group
- Develop and maintain effective and collaborative working relationships with:
 - Noah's Ark Management Teams
 - Internal staff
 - Funding bodies
 - Referrers
 - Families
- Take part in relevant local networking events to ensure Noah's Ark service model is well known and respected by relevant stakeholders.
- Assist in the development and implementation of local communications and marketing plans and strategies which maximise opportunities in the area

4. Staff Management

- Provide leadership to the team by role modelling behaviours that reflect the culture and values of the organisation
- Effectively lead, manage, motivate and guide team members to ensure a high quality, accountable service is provided
- Effectively use coaching and supervision skills to develop the knowledge sharing and communication within the team

- Conduct effective team meetings and keep staff informed of program requirements and organisation initiatives or changes
- Monitor staff performance, provide regular supervision and manage the Performance, Planning Review and Development (PPRD) process for program staff
- Ensure appropriate and complete documentation of all supervisory activities and discussions and that confidentiality is upheld
- Recruit and induct new staff in consultation with the regional Practice Coach and in accordance with Noah's Ark policies and procedures
- Manage conduct or performance issues in a timely manner and advise your Operations Manager and HR of issues that may require disciplinary action
- Ensure compliance with all organisationally mandated policies and procedures and all relevant legislative requirements relevant to service and staff. Seek advice from your Operations Manager and/or HR where appropriate.

5. Administration

- Take overall responsibility for day to day site management as required
- Oversee record keeping and data entry to ensure it is in line with relevant data system reporting requirements and standards
- Ensure all administration related forms (including those relating to Finance and Human Resources) are completed accurately and submitted in a timely manner.
- Collect, record and analyse service evaluation data
- Oversee completion of necessary documentation related to external funding programs

Extent of Authority

- The Team Leader has authority to approve expenditure in accordance with their delegation, approve staff leave requests, requests for professional development and other human resource activities in accordance with policy and procedure.
- The Team Leader is able to make decisions about local issues and exercise judgement based on their experience and professional knowledge within the bounds of Noah's Ark's defined policies, processes and procedures.

Accountability

- The Team Leader plans and schedules their own work and that of their team to ensure the most efficient and effective service and is accountable for their own work and the work of their team in achieving program outcomes within established work procedures
- The Team Leader undertakes professional development when required and identifies and reports on any further professional development needs
- The Team Leader is expected to maintain a currency of knowledge of Noah's Ark policies and procedures, funding body guidelines, program and legislative requirements and program practices, approaches and services relevant to Early Childhood Development and the NDIS program.

Selection Criteria

Essential

- Relevant tertiary qualifications in Allied Health or other relevant qualifications
- Demonstrated ability to ensure NDIS and fee for service programs are provided and administered effectively and in a manner that ensures their commercial viability
- Demonstrated commitment to:
 - Noah's Ark Practice Principles
 - Transdisciplinary Key Worker approach

- Program guidelines, delivery and reporting requirements
- Philosophy of inclusion and associated practice
- Highly developed verbal communication and interpersonal skills, including the ability to liaise and consult with a wide range of people at all levels and develop and maintain collaborative relationships.
- Ability to lead, manage and develop staff, including an ability to allocate workload and determine priorities, provide supervision and manage performance
- The ability to build team capacity
- Ability to organise, analyse and utilise service provision, performance and evaluation data
- Ability to develop, monitor and implement service, individual, evaluation, communication and marketing plans
- Demonstrated commitment to Noah's Ark values.

Desirable

- Experience in working within ECIS
- Training or qualifications in supervision or management

Prerequisites

- Satisfactory National Police Record Check
- Satisfactory Disability Worker Exclusion Scheme check
- Current Working with Children Check / Working with Vulnerable People Check
- Current Registration with your occupational regulator (e.g. AHPRA, Speech Pathology Australia, Victorian Institute of Teachers)
- Current Driver's Licence and daily access to a motor vehicle

Working at Noah's Ark

All staff:

- Work within an environment of quality service and continuous quality improvement.
- Are expected to behave in accordance with the provisions of the Code of Conduct.
- Take responsibility for a safe and healthy work environment and a workplace free from discrimination and harassment.
- Are expected to maintain knowledge of, and comply with Noah's Ark's policies, procedures and practices

Staff member signature

Chief Executive Officer signature

Date

Date