



## Area Services Team Leader Lifeskills

2 positions available in Gosnells and Greenfield

Thank you for your interest in this position. A current position description and selection criteria follows.

If you require further information about the position, please contact **Human Resources** on 08 6169 1126.

For more information about Intelife visit our website at [www.intelife.org](http://www.intelife.org)

Please submit your covering letter addressing the selection criteria and resume through the Seek website portal.

**Closing date for applications is:**

**Tuesday 9 January, 2018**

**Important: Please ensure you have read the application requirements before applying for a position at Intelife. Applications that do not meet the application requirements will not be considered.**

**Intelife Group thanks you for your interest in our organisation, unfortunately due to the volume of applications received only shortlisted applicants will be contacted.**



## Position Description

### Area Services Team Leader Lifeskills

#### Employment Status

Full time Permanent

#### Hours

38hrs per week.

#### Award and Classification

The Social, Community, Home Care and Disability Services Industry 2010 (Federal)  
Level 4/5

Salary Packaging + Superannuation

#### Date of Issue

07/08/2017

#### Review

To be reviewed annually by Human Resources in consultation with Program Management

#### Job purpose

Reporting to the Lifeskills Area Services Manager, the Area Services Team Leader is to develop, implement and support Lifeskills programs for service users.



**Job Description Form**  
Area Services Team Leader Lifeskills

Job Title	Area Services Team Leader
Program	Lifeskills
Reporting To	Lifeskills Area Service Manager
Direct Reports	Lifeskills Skills Trainer
Award	Social, Community, Home Care and Disability Services Industry
Classification	Level 3/4

**Position Statement**

Reporting to the Lifeskills Area Services Manager, the Area Services Team Leader is to develop, implement and support Lifeskills programs for service users.

The objectives of the Area Services Team Leader are to:

- Develop and implement activities to participants that promote Intelife vision, mission and values
- Quote customer plans in line with funding agreement
- Supervise and monitor program staff on a daily basis to ensure Program/Service users targets are being met In accordance with their service plans and are in line with Intelife’s Strategic and Operational Plans
- Ensure adequate staffing levels by monitoring rosters and unscheduled leave
- Ensure quality services are provided to participants
- Ensure compliance with funding bodies and service contracts.
- Ensure quality services and are provided to participants

<b>Responsibilities</b>	<b>Key Tasks / Accountabilities</b>	<b>Performance Measures</b>
Operational	<ul style="list-style-type: none"> <li>• Within their region, provide leadership to coordinators and skills trainers, and manage the day to day operations of the Lifeskills Program</li> <li>• Ensure staff have the resources, information and support required to enable them to do their work.</li> <li>• Coordinate, develop and implement planned client activities.</li> <li>• Develop and maintained a person-centred program for each participant</li> <li>• Develop a supportive relationship with client and their families/carer.</li> </ul>	<ul style="list-style-type: none"> <li>• Positive feedback from key shareholders</li> <li>• Lifeskills skills trainers managed and supported on a day to day basis.</li> <li>• Program and operational activities managed and coordinated accurately and within the Lifeskills objectives.</li> <li>• No loss of support because of lack of staff</li> <li>• Documents and reports completed accurately and submitted on time</li> <li>• Relevant information relating to clients, program and operations is up to date.</li> </ul>

	<ul style="list-style-type: none"> <li>• Research community opportunities for activities</li> <li>• Develop and maintain a network of contacts in the community.</li> <li>• Prepare and develop documentation and reports as required.</li> <li>• Ensure Program staff have the resources information and support required to enable them to achieve identified outcome</li> <li>• Develop, implement and coordinate person centred for participants.</li> <li>• Develop and maintain a network of contacts or resources within the community to access</li> <li>• Ensure that documentation and reports are up to date</li> </ul>	<ul style="list-style-type: none"> <li>• Individualised support is meeting the funding requirements and reviewed as required.</li> <li>• Feedback from direct reports</li> <li>• No loss of support because lack of resources</li> <li>• New initiatives and improvement in the Lifeskills Program</li> <li>• Documentation, reports and case notes up to date.</li> <li>• Person centred plans developed and implemented for all participants.</li> <li>• Network of contacts maintained and resources within the community sourced and easily accessible.</li> </ul>
Financial	<ul style="list-style-type: none"> <li>• Approve expenses on budgeted items for the Lifeskills Program's finances</li> <li>• Ensure that timesheets are submitted on time and accurately</li> <li>• Ensure that Program assets are maintained as per manufactory instructions.</li> <li>• Provide resources for support as per budget</li> </ul>	<ul style="list-style-type: none"> <li>• Budgets are meet and variations are reported on monthly basis</li> <li>• Assets are maintained as per manufactory instructions without disrupting the programs or leading to loss of services.</li> <li>• No payroll adjustments due incorrect timesheets.</li> <li>• Detailed response to budget variations is reported on monthly basis</li> </ul>
Strategic	<ul style="list-style-type: none"> <li>• Develop and maintain positive partnerships with key stakeholders</li> <li>• Implement new program/initiative in line with Disability Sector developments</li> <li>• Promote Lifeskills Program to possible new clients.</li> <li>• Maintain knowledge of current trends and issues in relations to the provision of service delivery to clients</li> </ul>	<ul style="list-style-type: none"> <li>• New initiative/service offered to current participants</li> <li>• Stakeholder feedback</li> <li>• Growing numbers of new clients accessing the Lifeskills Program Develop new services/initiatives as per operational KPIs</li> <li>• Stakeholder feedback</li> <li>• Income generation &amp; business growth is achieved as per operational KPIs</li> <li>• Extension of service provision as per operational KPI's</li> </ul>
Employee	<ul style="list-style-type: none"> <li>• Ensure that all Lifeskills staff</li> </ul>	<ul style="list-style-type: none"> <li>• All LSK staff/volunteers attend</li> </ul>

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Management	<p>and volunteers are up to date in their development and training</p> <ul style="list-style-type: none"> <li>• Induct new employees and ensure they have appropriate resources to complete require duties</li> <li>• Provide regular supervision and appraisals to Lifeskills skills trainer and coordinators in accordance with Intelife policy</li> <li>• Ensure staff compliance with Intelife’s policies, procedures and guidelines (Including EEO, Workplace Bullying and OSH)</li> <li>• Conduct performance management and/or disciplinary proceeding with Lifeskills Area Service Managers in accordance with Intelife procedures and in consultation with HR.</li> <li>• Participate within the recruitment process for the program in consultation with HR.</li> <li>• Lead and participate in staff meetings.</li> <li>• Participate in the development, training and activities of Lifeskills employees and volunteers</li> </ul>	<p>mandatory training</p> <ul style="list-style-type: none"> <li>• Employee skill sets meet the ongoing requirements of service provision</li> <li>• Supervision and annual reviews are up to date for all LSK staff</li> <li>• All LSK staff are aware of and comply with Intework Policies and Procedures</li> <li>• No loss of participants due to lack of staff</li> <li>• Performance issue dealt within the guidelines</li> <li>• Response to grievances or complaints provided within the allocated timeframe.</li> <li>• Employee management related documents and requests submitted within allocated timeframe.</li> <li>• Staff are recruited and managed according to company procedures and in consultation with HR.</li> </ul>
Occupational Safety and Health	<ul style="list-style-type: none"> <li>• Comply with Occupational Safety &amp; Health legislation and the OSH policies of Intelife</li> <li>• Comply with the relevant legislation and Intelife procedure.</li> </ul>	<ul style="list-style-type: none"> <li>• Work within the boundaries of Intelife’s OSH principles and practices</li> <li>• Meet legal requirements</li> <li>• Dress code adhered to</li> <li>• Incident reports</li> </ul>
Quality Assurance and Risk	<ul style="list-style-type: none"> <li>• Identify and manage risk</li> <li>• Complete risk assessments and safety documents.</li> </ul>	<ul style="list-style-type: none"> <li>• No non-conformance within audits</li> <li>• Positive customer feedback</li> <li>• No loss of current contracts</li> <li>• Known risks are assessed and mitigated</li> <li>• Incident reports</li> </ul>
Organisational	<ul style="list-style-type: none"> <li>• Demonstrate commitment to and understanding of Intelife’s</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback in staff survey and from peers during annual</li> </ul>

	<p>Vision, Mission and Values; and comply with Intelife Policies and Procedures</p> <ul style="list-style-type: none"> <li>• Provide timely feedback on any issues or concerns raised by customers or customers staff.</li> <li>• Foster positive and professional relationships both within the Lifeskills program and across the Organisation</li> <li>• Professionally represent Intelife to the highest level whilst in the community</li> <li>• Complete training and development as required.</li> </ul>	<p>appraisals</p> <ul style="list-style-type: none"> <li>• Feedback received from stakeholders</li> <li>• Mandatory training completed within specified timeframe</li> <li>• Professionally and positively represent Intelife in the community.</li> <li>• Professional development completed.</li> </ul>
Other	<ul style="list-style-type: none"> <li>• Other duties as directed by the Lifeskills Area Service Manager.</li> </ul>	<ul style="list-style-type: none"> <li>• Tasks and duties completed accurately and within set timeframes as requested.</li> </ul>

## Selection Criteria

### **Essential**

- Demonstrated experience in coordinating an Alternatives to Employment Program
- Demonstrated experience in working with people with complex needs and disabilities
- Demonstrated excellent time management skills
- Demonstrate excellent interpersonal skills
- Certificate IV or above in relevant Human Services Qualification
- Demonstrated exceptional computer literacy skills
- Demonstrated experience in training and support of people with a broad range of disabilities in a community setting.
- Demonstrated positive and contemporary attitude towards people with a disability
- Demonstrated knowledge of the Disability Standards and their application.
- Demonstrated excellent communication and interpersonal skills.
- Demonstrate good team work and problem-solving skills
- Demonstrated experience or knowledge of case management processes and an ability to work with professional staff from other agencies.
- Demonstrate ability to maintain necessary documentation related to the training and support of people with a disability.
- Current WA Drivers Licence.
- Current WWCC.
- Satisfactory Police Clearance.
- Completion of a VEVO check.



- Willingness to undergo further personal background checks as required by contracts.
- Willingness to undertake pre-employment medical and drug & alcohol assessment.
- Provide two current professional references.
- Demonstration of strong commitment to Intelife Vision, Mission and Values.

**Desirable**

- Experience in implementing trainings programs for people with a disability.
- Staff supervision skills.
- Knowledge of behaviour management strategies (and/or completion of PART)
- Knowledge of community access opportunities in the local area.
- Experience or knowledge in conducting service plans with consumers.

Employee

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

Manager

Signed: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_