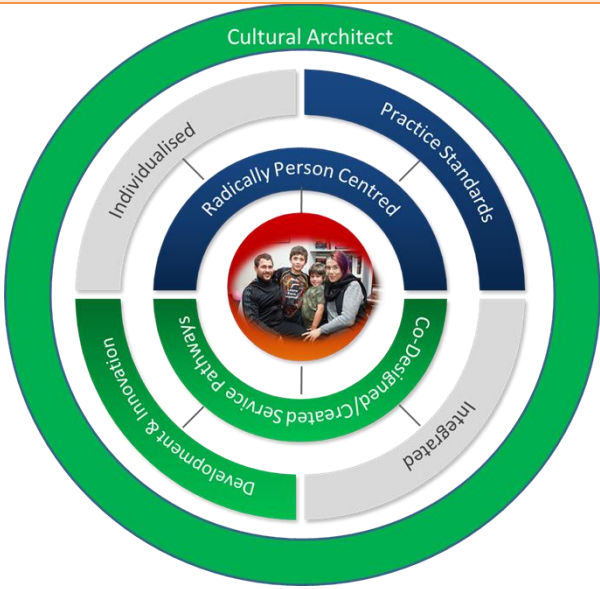


Our Belief: Communities thrive when everyone has a life of belonging, hope and purpose.

Our Values: Empathy, Respect, Inclusiveness, Integrity, Commitment

Position Title:	Service Lead	Position No:	TBA	Classification:	D
Supported by:	Operations Lead	Program:	Individualised Services	Expenditure Authority:	TBA

Role Purpose: Using a coaching and mentoring approach, provide guidance and support to create a work environment that enables a high performing team to deliver high quality and sustainable support services in an individualised funding model.

Organisational Structure:	Key Relationships:	
	Internal	External
	<ul style="list-style-type: none"> ▶ UCW team members and volunteers ▶ Operations Lead ▶ Person Centred Specialist ▶ Practice Leads - Individualised Services ▶ Head of Service Operations 	<ul style="list-style-type: none"> ▶ Participants, families, guardians and trustees ▶ Mainstream services, community service organisations, partner agencies and funding bodies ▶ Community

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Outcomes	Capabilities
<ul style="list-style-type: none"> ▶ High quality services are delivered to people with disability and psychosocial disability that align with service standards and best practice models. In collaboration with the team; <ul style="list-style-type: none"> ▪ Co-design principles are utilised to deliver innovative and contemporary models of support that demonstrate positive impact. ▪ Person-centred plans are completed and evaluated and reflect positive outcomes for participants. ▪ Support the recruitment of high quality, person-centred team members that match the needs and interests of participants. ▶ Teams demonstrate adherence to safety and positive behaviour plans, safety issues are identified and incidents are reported and managed. ▶ Coaching and mentoring of staff, volunteers and trainees equips teams to deliver on agreed outcomes, operating within a self-organised model to embed contemporary practice under the guidance of the Operations Lead. <ul style="list-style-type: none"> ▪ Teams demonstrate strong collaborative relationships with participants, families and guardians, and partnerships with internal and external services are maintained. ▪ Team training needs are identified and acted upon within budget in collaboration with the Operations Lead. ▶ Information and client management systems are up to date, and statistics and reports are provided to the Operations Lead and Practice Leads as required or requested. ▶ All EVC cards and petty cash are reconciled with in budget and correctly coded ▶ Support skills are maintained and strengthened by taking part in the support roster and actively supporting participants with high or complex needs. ▶ Exemplary personal drive and integrity is demonstrated, and the organisation's ethos is consistently reflected in service development and practices. ▶ Other responsibilities appropriate to the position are performed as requested. 	<p>Competencies</p> <ul style="list-style-type: none"> ▶ <i>Initiative</i>: a bias for taking action without waiting to be told. It involves doing things now to avoid problems and to create opportunities for the future. ▶ <i>Flexibility</i>: Is the ability to adapt and to work effectively within a variety of situations, and with various individuals and groups. ▶ <i>Teamwork and cooperation</i>: the genuine intention to work cooperatively with others, to be part of a self-organising team and to work collaboratively. ▶ <i>Communication</i>: Well developed communication and interpersonal skills including the ability to work and communicate effectively with staff, volunteers and other professionals. <p>Knowledge, Experience & Skills (Demonstrated)</p> <ul style="list-style-type: none"> ▶ Significant knowledge and understanding of contemporary theory, practice and its application in the area of disability and/or mental health. ▶ Excellent understanding of person-centred, strength-based support. ▶ Established skills in relationship building and stakeholder engagement management (internal and external). ▶ Understanding of individualised funding models and the key developments and issues facing the not-for-profit sector. ▶ Ability to work in ways that are congruent with the values of UnitingCare West and the Uniting Church in Australia. <p>Qualifications</p> <ul style="list-style-type: none"> ▶ Relevant tertiary qualifications or commensurate significant (i.e. 3 years+) experience and relevant professional development ▶ Working with Children Check (where applicable) ▶ National Police Clearance ▶ First Aid ▶ Medical clearance (where applicable) ▶ Current Western Australian Driver's Licence

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