**Team Leader name:**

**Date commenced Team Leader role:**

**Objective of Team Leader Role**

Provide high quality participant-focused support by rostering and supervising support workers / teams to help participants achieve the goals determined by them and their families/nominees.

Proactively engage appropriate supports where the needs or wishes of the participant change.

**Purpose of this form.**

This form is to assist with Team Leader training, mentoring and self-paced learning.

**Key Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Task or Skill** | **Training method** | **Progress** |
| Create support plans | Mentoring |  |
| Conduct intake interviews | Mentoring/ shadow shift |  |
| Document participant goals and achievements | -QMS Goals and Actions  -Practical experience |  |
| Maintain regular communication with participants and/or nominees | * Practical experience |  |
| Become familiar with Carelink | * Mentoring * Own use |  |
| Become familiar with Sentrient | * Log in required via training Officer |  |
| Update participant or staff contact changes | Mentoring |  |
| Assist other Team Leaders to complete support worker timesheets | Mentoring |  |
| Complete checks that rostered supports took place, ahead of NDIS invoicing of same | Training. mentoring |  |

**Child Safe Responsibilities**

|  |  |  |
| --- | --- | --- |
| **Task or Skill** | **Training method** | **Progress** |
| Awareness of Kyeema’s Child Safe Policy | Sentrient |  |

**Participant-orientated tasks**

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| --- | --- | --- |
| **Task or Skill** | **Training method** | **Progress** |
| Conduct intake interviews with new participants and relevant parties ensuring you complete the relevant paperwork eg information forms, health plans, schedule of supports and support goals and actions. | Training  Checklist |  |
| Ensure participants are actively involved in their own support planning | -Mentoring  -Knowledge of Practice Standards  -Human Rights focus |  |
| Maintain regular contact with participants, checking on their wellbeing when necessary and documenting the outcome | -Mentoring  -Knowledge of Practice Standards  -Position Description |  |
| Respond to participant need/wish for change to agreed supports. Document this. | -Mentoring  -Knowledge of Practice Standards  -Position Description |  |
| Ensure participants and/or nominees remain informed in the most appropriate way about their rostered supports and any changes | -Mentoring  -Knowledge of Practice Standards  -Position Description |  |
| Offer support, information and referrals to participants | -Position Description |  |
| Research community options and activities for participants to engage in | -TL’s own proactivity  - Encourage SW’s to do this |  |
| Communicate with Support Coordinators as required | * Job requirement |  |
| Liaise with direct support workers | * Job requirement |  |
| Mentor support workers to take as much responsibility as possible | * Job requirement |  |
| Understand the different NDIS supports and what can come from Core | -Mentoring  -Training, including specific training |  |
| Become familiar with the way the NDIS and its Price Guide works | - Prices for different supports, times/days  -Penalties  - Broken shift allowances |  |

**Administration tasks**

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| --- | --- | --- |
| **Task/Skill** | **Training method** | **Progress** |
| Ensure the update and signing of necessary forms, agreements and participant consents at the commencement of each new NDIS Plan or annually as required | -Job requirement |  |
| Written and verbal reporting as required | -Mentoring  -Job requirement  -Training in defensible documentation if needed |  |
| Answer phones and communicate calls to relevant parties | -Job requirement |  |
| Liaise with participants, families, carers and third parties via phone, written communication and video conferencing | -Job requirement  - Training in use of Zoom/ Teams when needed  -Training in use of IT equipment eg big screen |  |
| Undertake additional responsibilities sometimes, as requested by the Supports Manager | -Mentoring as required |  |
| Update Carelink roster to charge for team leader face-to-face-time and for billable non face-to-face time | -Mentoring  -Desk top reminder re what is billable NF2F |  |

**On Call Roster**

|  |  |  |
| --- | --- | --- |
| **Task or Skill** | **Training method** | **Progress** |
| Update On Call information including things such as current employee & participant contact details and notes | Mentoring |  |
| Participate in the On Call roster as needed on weekends and public holidays | -On Call Procedure  -Mentor to explain procedure |  |
| Provide advice and support for direct support workers while on On Call duty. | Mentoring  support until experienced |  |
| Be aware of knowledge & role limitations when staffing the On Call & know when to call for support from Supports Manager or another Team Leader | Mentoring |  |

**Quality Assurance**

|  |  |  |
| --- | --- | --- |
| **Task or Skill** | **Training method** | **Progress** |
| Maintain up to date knowledge on NDIS practice standards | * Sentrient * Read NDIS Practice Standards |  |
| Awareness of location of Kyeema Policies and Procedures | * QMS training |  |
| * Medication errors | * Medication Policy * QMS training |  |
| * Incident reporting | Mentoring - TL |  |
| * Incident reporting pathways for different sorts of incident | Mentoring – TL  Poster CCF-31 |  |
| Liaise with Supports Mgr and Training/HR where training/upskilling is needed on any subject | -Mentoring  -Use this checklist as training prompt |  |

**Reporting**

|  |  |  |
| --- | --- | --- |
| **Task or Skill** | **Training method** | **Progress** |
| Ensure that all record keeping complies with Kyeema’s requirements and the standards for defensible documentation | * Defensible Documentation training |  |
| Attend and participate in Team Leader meetings | * As advised |  |

**Carelink Client Management System**

|  |  |  |
| --- | --- | --- |
| **Task or Skill** | **Training method** | **Progress** |
| Add new participant information to Carelink | -Mentoring |  |
| Use Carelink for rostering rules, rostering shifts, staff availability and participant preferences. | -Mentoring |  |
| Assist staff access Carelink on their mobiles so they can keep up to date with roster changes | -Mentoring from TL |  |
| Monitor shift notes written in Carelink by staff | -Job requirement |  |
| When assisting with Timesheets as required each fortnight, checking no clashes or discrepancies on staff rosters | -Mentoring |  |

**Financial**

|  |  |  |
| --- | --- | --- |
| **Task or Skill** | **Training method** | **Progress** |
| Prepare Schedule of Supports for participants | -Mentoring |  |
| Plan reviews & prepare quotes and letters on behalf of participants | -Mentoring |  |
| Monitor participant funding packages | -Mentoring in use of Carelink and PACE |  |
| Assist in reviewing participant NDIS plan if required | -Mentoring in use of Carelink notes and collation of meeting notes and observation notes |  |

 Further training and development required or requested in the following areas:

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You can use logical operations: AND, OR, NOT. Examples: football OR hockey, sports AND NOT baseball