



Position Title: Team Leader (Daily Living & Defined Programs Portfolio)
Nature of Position: Full time
Reports To: Services Manager – Daily Living & Defined Programs
Created: April 2025
Reviewed:

Introduction

Community Living & Respite Services (CLRS) is a community not-for-profit organisation based in Echuca.

CLRS delivers quality services and support empowering people with disability, their families and the aged to live the life they choose.

Our Vision

Our vision is to empower individuals and families to live the life they choose in a community enriched by the inclusion of all.

Core Values

Respect	We value and celebrate individuality
Flexibility	We provide innovative and responsive services to meet individual needs
Accountability	We are professional, ethical, honest and responsible
Collaboration	We partner, connect and coordinate in support of our services, organisation and community

CLRS expects that in addition to professional skills, practical experience and outcomes focus, staff will meet the requirements of the NDIS Code of Conduct, the Child Safety Code of Conduct and all policies and procedures applicable to the role and organisation.

Purpose of the position

To facilitate and implement CLRS programs, which are aligned & focussed on individual client's goals, and their National Disability Insurance Scheme (NDIS) plans.

The position requires the skills of a proficient, organised, and self-motivated professional with excellent interpersonal and negotiation skills. A consultative approach and the ability to assess complex issues and identify solutions is essential. This role may include the opportunity to work within the program in a dual administration and active support model and would be required to work active shifts where necessary (e.g. staff leave/unavailability).

Key responsibilities

- To maintain and develop programs, with a focus on ensuring client identified goals and outcomes are being met.
- Provide effective supervision to the support staff and volunteers, to ensure staff are adhering to process and documentation requirements.



- Empower and encourage clients to participate in decision making and capacity building, which leads to an environment where the right to dignity, respect, privacy, and confidentiality are inherently maintained.
- Lead and develop direct support staff by managing performance, providing regular feedback and modelling and educating staff within an active support framework.
- Completion of administrative requirements, including but not limited to ensuring completion of all documentation, reporting and rostering which ensures the NDIS Practice standards are met.
- Provide clear and effective communication, in particular with clients, their families, support workers, sponsors, the community and the Services Manager.
- To maintain all the assets used in the delivery of programs at a safe standard, including but not limited to the buildings, vehicles, and equipment.
- Build and develop effective relationships with key stakeholders including volunteers and other disability or community organisations as appropriate.
- To review and further develop existing programs to improve on quality and ensure the focus is on capacity building, goals, and outcomes for CLRS clients.
- Active participation and attendance to all requested training, staff, and client meetings.
- On Call on a rotating basis.
- To work within a portfolio of responsibility as assigned by the Services Manager.
- Other duties as negotiated with the Services Manager.

Health and Safety in the Workplace

Staff employed by CLRS are required to participate in Occupational Health and Safety (OHS) by:

- Adhering to CLRS policies and procedures in relation to OHS.
- Taking reasonable care to ensure that your own health and safety along with that of others is abided to as per the *OHS Act 2004*.
- Participating in the development of a safe and healthy workplace and adhering to safe work practices.
- Reporting any injuries, hazards, or illnesses where practical, immediately to your supervisor or OHS representative.
- Not placing others at risk by any act or omission and not wilfully or recklessly interfering with safety equipment.

Key Selection Criteria

Essential

- A demonstrated passion and commitment to enable positive outcomes for people with disability.
- Knowledge and understanding of the NDIS system and NDIS Practice standards in relation to the requirement of core support and capacity building programs.
- Experience in leading and working effectively as part of a team.
- Experience in managing group programs or leading staff.



- Effective organisational skills including an ability to set priorities, work under pressure and complete tasks within a specified timeframe (time management).
- A high level of verbal, written and interpersonal communication skills including negotiation, liaison, problem solving and conflict resolution skills.
- A high level of computer literacy.

Desirable

- A qualification in Disability or Community services (or currently studying) coupled with experience directly supporting people with disability.
- Experience in retail and/or hospitality.

Other requirements

- Victorian or New South Wales Driver Licence
- NDIS Worker Screening Check
- Working With Children Check (Vic)
- Level Two First Aid Qualification
- Minimum of two Satisfactory Referee Checks
- CLRS uniform or similar business attire is to be worn at all times
- 3 doses of the COVID-19 Vaccination or medical exemption

This role is expected to observe confidentiality, at all times and under all circumstances, both during and after employment with Community Living & Respite Services, all details of CLRS affairs, and all client and staff details.

Promotion of Organisation

Staff must always promote the organisation in a positive manner, and is encouraged to support functions that raise the awareness of the organisation in the community.

Networking and attendance at functions outside of normal working hours may be required.

Attendance is required at CLRS functions which involve the whole staff team, such as the annual Staff Christmas Party.

Terms and Conditions

Salary and conditions are in accordance with the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010. This position is classified as Level 3 of the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010.

Salary will range \$75698.28 - \$81165.38 (Pro Rata/above award) dependent on qualification and years of experience within the relevant field consistent with the SCHADS Award.

We offer all our employees the option to salary package which may increase take home pay.

CLRS is a registered Public Benevolent Institution (PBI) that provides salary benefits to employees. For more information visit <https://www.salary.com.au/>



Position Description

The position is subject to 6-month probation period.

A Professional Development Review will be undertaken after three months of employment, and annually thereafter.

The Daily Living and Defined Programs Team Leader will be committed to contributing to a friendly and welcoming environment in the workplace.

The Daily Living and Defined Programs Team Leader must at all times demonstrate a high level of professionalism, and work within the Code of Conduct for Disability Services Worker. Community Living & Respite Services is an equal opportunity employer and values diversity.

Employment Benefits

- Making a difference in the lives of others
- Salary Packaging - CLRS is registered as a Public Benevolent Institution which enables staff to access salary packaging options *
- Free Annual Flu Injection
- Training offered in a variety of areas on an ongoing basis.
- Staff are able to request flexible working arrangements
- Friendly environment
- Supportive management

ACKNOWLEDGMENT FOR RECEIPT OF POSITION DESCRIPTION

I have received a copy of the Position Description and have read and understand its contents.

Name Employee

Employee Signature Date

Services Manager Date