



Position Title: Team Leader – Residential
Reports To: Services Manager
Nature of Position: Full time
Last Reviewed: December 2025

Introduction

Community Living & Respite Services (CLRS) is a community not for profit organisation, founded in 1979 to provide disability support services in the Echuca region.

Our 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

Our Vision

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

CLRS believes that in addition to professional skills, practical experience and an “outcomes” focus, staff should possess the following attributes

- Personal commitment and courage – the capacity and willingness to take initiatives
- Ability to motivate and extend the skills of staff
- The ability to create a climate of innovation and to think outside the square
- Willingness to accept change and the ability to manage it
- Credibility as a result of coherent action, leadership and achievement
- Broad interests, responsible behaviour as well as fostering a balanced lifestyle

Purpose of the Position

To manage the day to day operations within a supported accommodation settings and coordinate allocated client services.

This position will also require the Team Leader to work on the roster providing support services to clients. Support services may include personal care, implementation of daily living programs; assistance with and administration of medication, community access support, leisure and recreation activities and household assistance when required.

Key Areas of Responsibility

Client Support

- Ensure all clients have current and up to date Client Files, Support Plan, NDIS Plan, Risk Assessments, and Health Plans and any other documentation they specifically require
- Assist in identifying client needs by listening to and observing clients



- Provide Active Support to clients in a manner which gives clients as much control and independence as possible without compromising CLRS duty of care to the client
- Ensure clients are supported to make choices on their day to day needs
- Ensure clients are supported using active support and NDIS plans to make decisions and choices and are supported to have goals and dreams
- Encourage and support clients to undertake regular activities of their choice in the community which are consistent with their NDIS plan
- Encourage clients to develop skills for independent living consistent with their NDIS Plan
- Support contact and communication between clients and their families and friends
- Liaise with other services providers, family and advocates
- At all times behave in ways which promote a positive image of the clients and people with disabilities in general in the community
- Support clients to raise issues and concerns
- Accurately document any concern or complaint raised by a client or their representative and report it immediately to the Services Manager
- Ensure all hazards are documented and any NDIS Reportable Incidents are reported immediately to the Services Manager
- Ensure any use of restrictive interventions or compulsory treatment for a person with a disability is only used in accordance with the Disability Act 2006 and the National Disability Insurance Scheme (Restrictive Practices and Behaviour Support) Rules 2018
- Maintain the confidentiality of client information at all times

Staff Management

- Develop and maintain a positive staff culture that supports the philosophy of the organisation, relevant legislation and policies, and the strategic directions of the sector
- Provide supervision and role modelling to ensure all staff work cooperatively and effectively as a team
- Provide client roster needs to the Business support officers
- Ensure all staff adhere to all policies and procedures
- Conduct monthly team meetings and staff training including Induction, Medication Competency and Fire Drills
- Conduct quarterly supervision with Part time staff
- In consultation with the Services Manager complete Informal Staff Discussion/ Counselling.
- Conduct Annual Professional Development Reviews

Administration

- Establish a thorough working knowledge of the relevant CLRS policies and procedures and work in a manner consistent with these at all times
- Record and capture all data requested
- Ensure the residential SIL Home is well maintained and comply with legislative and funding body standards and requirements and organisational Occupational Health and Safety standards
- Organise maintenance to the house and grounds and replacement of equipment as required
- Manage residential budget, order and maintain household supplies and maintain appropriate records
- Complete all reports in a time efficient manner



Other

- To participate in mandatory training
- Complete afterhours support to staff known as "On Call" on a rotating basis.
- Ability to complete active shifts evenings, weekends and sleepovers when required
- Other duties in accordance with the Direct Support Professional Position Description
- 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

- Previous experience working in the disability or aged care field
- Understanding of current disability services legislation and standards
- Experience in managing staff
- Ability to work in a team environment and maintain good working relationships, and the ability to work independently
- Self-motivation and ability to think and plan laterally
- A high level of computer literacy
- Effective time management skills and the ability to prioritise workload, set goals and meet deadlines
- Excellent organisational, written and verbal communication skills, negotiation and liaison skills
- An understanding of positive behaviour management and restrictive practices
- Respect for the cultural and religious needs of clients

Desirable

- Tertiary qualifications in Community Services or equivalent, preferably at Diploma level

Other Requirements

- Contact details are to be provided for three referees
- Current Driver's Licence
- NDIS Workers Screening Check
- Level Two, First Aid
- 3 doses of Covid-19 Immunisation



Promotion of Organisation

The Team Leader must at all times 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 will be required. Attendance at CLRS staff functions including breakfasts, afternoon teas and Christmas functions is expected.

Confidentiality

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

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 4 of the Social, Community, Home Care and Disability Services Industry Award (SCHADS) 2010.**

Where a sleepover is worked this will be paid at \$85.91 (June 2021) which is in excess of the SCHADS allowance rate.

All employees have 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.salarypackagingplus.com.au/>

All offers of employment are subject to:

- pre-employment safety screening prior to commencement
- 6 months probationary period. A Professional Development Review will be undertaken after three months of employment, and annually thereafter.

All Residential staff are required to:

- Agree to a break of not less than 8 hours between the end of one shift or period of work and the start of another.
- Agree to work a maximum of 10 hours per shift.
- Staff are required to either supply their own meals or make a contribution of \$5 per meal to the house petty cash.
- Be available to work mornings, afternoons, weekends, evening (sleep over shifts) and public holidays.
- Demonstrate a high level of professionalism, and work with the Disability Support Worker Code of Conduct
- Maintain 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.
- Complete all mandatory training and compliance within specified timeframes.



Position Description

ACKNOWLEDGMENT FOR RECEIPT OF POSITION DESCRIPTION

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

Employee Name

Employee Signature

Date

Services Manager

Date