



POSITION DESCRIPTION

Complex Support Leader

Division: Disability

Employment: Full Time

Reporting to: Team Leader

Primary Objectives

The Organisation:

Sunraysia Residential Services Inc. (SRS) is a not-for-profit community organisation providing aged care and disability support for over 40 years. Our core services are to provide supports in-home, assistance with accessing the community, capacity building day programs and providing award winning accommodation for a short or long-term basis.

The Role:

The Complex Support Leader (CSL) plays a pivotal role in the effective and efficient delivery of SRS direct care services where a higher level of medical or clinical knowledge is required. This position is responsible for providing services that are flexible, person-centred, and responsive to the unique needs and goals of both consumers and their carers. The CSL will lead a team of Active Support Assistants (ASAs) in delivering quality, customer-focused outcomes that support individual aspirations and complex support requirements. Within the scope of this role, the CSL is accountable for the overall quality of services provided, ensuring that participant goals are met within the agreed budget.

Additionally, the CSL must actively undertake and uphold all relevant occupational health and safety (OHS) requirements. This includes maintaining a safe workplace environment, ensuring compliance with OHS standards, promoting health and wellbeing initiatives, and addressing any safety issues promptly. The CSL leads their team by modelling best practices in safety, clinical care, providing guidance on risk management, and facilitating regular OHS training and monitoring to safeguard staff, participants, and visitors.

Position Purpose:



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	<p>The CSL is to actively support and assist people with a disability to remain living as independently as possible and actively promote a high standard of service delivery consistent with the Disability Act 2006 and the National Disability Insurance Scheme (NDIS) practice standards.</p>
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Key Selection Criteria	<ol style="list-style-type: none">1. A commitment to empowering people with a disability to achieve maximum independence and inclusion in the community.2. Demonstrate an understanding of the strategies for strengthening the cultural competency of the service and increasing access to the service for CALD, Aboriginal and Torres Strait Islander people.3. Skills and experience in promotion of community inclusion.4. Experience working in a community based setting, or working within the human service sector.5. Values and behaviours which demonstrate and promote dignity and respect for people with disabilities and their carers.6. The ability to act as a professional representative of SRS and a positive role model for our consumers.7. Ability to work split, short and night shifts.8. Willingness to assist with afterhours emergencies SOS duties.9. Demonstrated clinical knowledge and experience in supporting participants with complex health needs or high-intensity support requirements, with the ability to assess risk, monitor health status, and guide staff in health-related support practices10. Qualifications and/or registration as a health or allied health professional (e.g. Registered Nurse, Enrolled Nurse or equivalent) with sound understanding of clinical documentation, infection control, medication administration, and health protocols relevant to Supported Independent Living environment.
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Specific Accountabilities	<p><u>Responsibilities</u></p> <p>The primary purpose of the Complex Support Leader include, but not limited to:</p> <ul style="list-style-type: none">• Oversee menu planning to ensure healthy food choices and health needs like diabetes are considered.
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- Oversee the budget and recording of all participants banking and expenditure requirements. Provide all budget books bi-monthly to Team Leaders for audit purposes. With provision that expenditure over \$80 in one transition be approved prior.
- Organise medical appointments preferably in times that shifts are already allocated and advise the Team Leader of appointment time.
- As an Complex Support Leader, you are responsible for transporting and supporting the consumer to attend medical appointments. The Team Leader/Line Manager is responsible for overseeing that relevant medical forms are filled in and signed by the practitioner.
- In conjunction with Team Leader, the CSL will ensure that health records are kept up to date and annual check-ups such as hearing, vision and medication are reviewed and booked when required.
- Ensures all duty of care and safety requirements are adhered to in respect to personal care and related support including the administration of and checking of medications.
- Ensure a daily routine is accessible by all staff supporting consumers in the house.
- Ensure that the online communication log information is being used appropriately by all staff to communicate to each other.
- Advocate and when required organise annual holidays, family contact, and social and recreation outings keeping records and photos to assist the person to share and remember the events.
- Report maintenance and repairs to the appropriate contact.
- Maintain a safe and healthy work environment by proactively identifying and managing hazards, ensuring compliance with OHS legislation, and promoting a culture of health, safety, and wellbeing among all staff.
- Provide necessary information, training, supervision, and resources to enable safe work practices, and lead by example in adhering to OHS responsibilities.
- Follow individualised complex care plans and monitor staff adherence to clinical protocols, ensuring best practice in the delivery of high-intensity supports (e.g., enteral feeding, seizure management, respiratory support, and medication administration)Liaise with health professionals and families to review and update care plans, and provide coaching and



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	<p>guidance to ASA's to confidently implement clinically informed support procedures</p> <ul style="list-style-type: none">• Identify changes in a participant's health condition and escalate concerns promptly• Liaise with Clinical Care/Training & Development Manager regarding clinical issues & requests for further training for staff• <u>SRS Reporting Relationships</u>• SRS Team – Communicate and support consumers and co-workers in a team environment.• Team Leaders – To provide ASA's with the first line of supervision and to assist them with communicating the needs of the consumers.• Manager – The Line Managers for supervision, staff appraisal, Work Cover, program development. The Manager, Support Services advocates on behalf of team members and consumers to the Chief Executive Officer.• Chief Executive Officer – Following Consultation with Team Leader, the Chief Executive Officer pursues issues and communicates the needs of the team and consumers to the committee of management and liaises with funding bodies and management of other related agencies.• Other Services – The role of an SRS employee is to promote SRS. All communication with outside agencies is to be positive and conducive towards building and maintaining relationships.• Families – Maintain communication for consumers and the service that again promotes SRS in a positive manner. <p><u>Accountability and extent of authority</u></p> <p>Accountability</p> <ul style="list-style-type: none">• Confidentiality to be observed at all times.• Professional behaviours, tactfulness and courtesy to be exercised.• Liaise with Line Manager on matters that will impact on direct care services. <p>Limit of authority</p> <p><i>The employee does not have the authority to:</i></p> <ul style="list-style-type: none">• Carry out tasks without the necessary skills or competence.• Undertake a task, which poses a threat to the rights, health or safety of the organisation or the participants.
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Conditions of Employment

Qualification/Experience

- Formal training or background in a health-related field (e.g. Certificate IV in Allied Health Assistance, Diploma of Nursing, Bachelor of Nursing or equivalent) is highly regarded but not essential
- Demonstrated experience supporting participants with complex health or high-intensity support needs, including familiarity with health monitoring and implementation of clinical care plans
- Significant knowledge and experience in (Disability) plus at least one-year relevant experience in (the Social, Community Homecare and Disability Services Industry) is desirable;
- Financial qualifications or demonstrated experience in budgets and costings desirable;
- Excellent computer skills including experience using data systems.

Employment Conditions

The terms and conditions of employment at SRS are in accordance with the Employment Agreement and SRS policies and procedures.

- **Probationary Period** - The first three (3) months of your employment is a probationary period. A Qualifying Period of six (6) months applies to your employment. After the 3-month probationary period is completed, one weeks' notice is required by either party upon termination in the final 3 months of the qualifying period.
- **Victorian Working with Children Check** – All appointments are subject to a clear Working with Children Check. The appointee is required to provide details of the Working with Children Check to Human Resources.
- **NDIS Worker Screening Clearance** (if engaging in a Risk Assessed Role) – NDIS Worker Screening clearance includes Police Record Check,
- **Police Record Check** – ONLY if NDIS Worker Screening Check is not needed for the role.
- **Disqualified Carer Checks - Victoria Carer Register** (ONLY for staff who are supporting Children UNDER 18 YEARS funded through DFFH – Victoria),
- **Current Driver's License,**
- **Two (2) Professional References,**
- **First Aid Certificate,**



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- **Notification of COVID 19 vaccination status,**
- **Occupational Health & Safety** - To adhere to SRS OH&S policies, procedures and guidelines at all times.
- **Smoke free environment** - All SRS sites/properties are a smoke free environment. If you smoke you must organise unpaid breaks and adhere to the SRS policy.
- **Qualifications** - The successful applicant will be required to substantiate formal qualifications.
- **Remuneration** - is according to an Individual Contract with Salary Packaging included.
- **Training** - All employees are required to undertake training as deemed by Managers that is appropriate to their position, responsibilities and needs,
- **Fundraising** - Fundraising is an integral function at SRS. All staff is required to assist and be actively involved in volunteer events and functions and lead by example at all times,
- **Hours and Place of Employment** - Making appointments with participants and their representatives to suit their individual needs will require flexibility in working hours and locations. It is recommended that meetings are conducted at a location agreed by both parties. Hours include office based administration hours and direct contact hours in the field providing supervision, mentoring and training plus meeting and greeting families and the people we support.