

1. POSITION DESCRIPTION

Position Title

House Supervisor

Location

All successful applicants must be prepared to be located at any of the houses within Nadrasca's Accommodation Services.

Award

Nadrasca and HSU Disability Services Union Collective Agreement 2006 – 2009, in conjunction with the Residential & Support Services (Victoria) Award 1999.

The Position

The House Supervisor reports directly to the Manager, Accommodation Services and is responsible for the overall supervision and management of support workers at the houses within Nadrasca's Accommodation Services, in order to provide for a quality service for all relevant residents.

2. ORGANISATIONAL AND JOB CONTEXT

Nadrasca is a not-for-profit company that receives both Federal and State Government funding. Nadrasca's Purpose is to Establish and Develop a Range of Services for People with a Disability. In accordance with the Constitution, Nadrasca provides services including, but not limited to, the areas of employment services, residential services, education services and leisure and recreation services.

Nadrasca is a values-based company which promotes a trustworthy, caring, respectful and supportive service. Nadrasca aims to provide the highest quality of service to the people it supports, in accordance with the relevant Acts and Standards.

Nadrasca seeks to cultivate a culture founded on quality of service delivery, responsiveness, collaboration and respect for others. It is an environment that requires all team members to be open, flexible and responsive to new ideas and ways of working and actively supportive of each other with respect to achieving the best outcomes for Nadrasca and its participants.

Nadrasca employs 170 supported employees with a disability in Nadrasca Industry and supports 200 people within Nadrasca Community. Nadrasca also provides Training Services for its participants. Nadrasca has approximately 170 full-time, part-time and casual staff.

Nadrasca is an Equal Employment Opportunity employer with an absolute commitment to equality principles. Compliance with Nadrasca's Equal Employment and non-discriminatory policies is mandatory.

Nadrasca Community Services are funded via a Funding and Service Agreement with the Department of Health & Human Services (DHHS).

Nadrasca Community services comprise Accommodation, Outreach and Day Programmes.

Accommodation Services is a community-based shared supported service providing active support to a total of 32 residents. Houses are staffed on a 28-day roster including morning and afternoon weekday and weekend shifts, and sleepover shifts.

The Outreach Service supports 20 people living independently and semi-independently within a Home Share Program.

There are four Day Programmes which provide individual skill enhancement, prevocational training, and leisure and recreation activities:

High Street Community Options
Witt Street Community Options
Nadrasca Farm and
My Life, My Future programme

The support provided by Nadrasca staff encourages participants who have a disability to experience opportunities while networking within the broader community.

Accommodation Services staff are responsible for maintaining a home environment that encourages independence and empowers individuals to actively participate in their life.

3. KEY RESPONSIBILITY AREAS

The House Supervisor is required to work successfully alone and as a member of team, to coordinate a quality service to all relevant residents.

Responsibilities include:

- Compliance with the Disability Act 2006, Charter of Human Rights and Responsibilities Act 2006 and the Standards for Disability Services Victoria (2007).
- Compliance with Occupational Health and Safety Act 2004 and Occupational Health and Safety Regulations 2007, including the Disability Services and Home Care – Occupational Health and Safety Compliance Kit.
- Maintaining an accurate and comprehensive knowledge of relevant laws, Acts, regulations and guidelines which relate to this position, and incorporating them into all aspects of practice.

- Ensuring that the support provided to residents is delivered in a manner consistent with person-centred active support, positive behaviour support, and Nadrasca's policies and procedures.
- Formal management and review of behaviour support plans including RIDS (Monthly reporting requirements to the Office of the Senior Practitioner).
- Creating and maintaining an environment that empowers people with disabilities.
- Participating in consultative processes to improve health and safety.
- Ensuring the health and wellbeing of residents is consistently managed and that their needs are met.
- Partaking in and/or facilitating residents' Personal Plan meetings.
- Coordinating and managing Personal/Support/Health Plans.
- Developing and maintaining resident individual programs and documenting support provided to the residents in accordance to their objectives and goals that are detailed in their Personal Plan.
- Providing appropriate active support to residents in areas including personal care, health and wellbeing, accessing the community, and learning independent living skills.
- Ability to deliver all activities related to the individual residents in the house.
- Identifying and utilising specific communication methods to interact with people with disabilities.
- Ensuring menus and meals are based on resident's choices and in accordance with food safety guidelines to meet nutritional, cultural, and religious needs.
- Setting and maintaining a high standard to ensure the house is comfortable, tidy and hygienic for residents at all times, including assistance with washing, mopping floors and domestic cleaning where residents cannot.
- Completion of administrative tasks such as monthly supervisor/keyworker reports, incident reports, fire safety records, resident records, household accounts, administration of medication records, health management records, OH&S records and areas outlined in the 'House Supervisor Roles & Responsibilities' account.
- Preparation and management of resident financial plans and statements, and monthly house expenditure.
- Forwarding of all house maintenance requests in a reasonable time to the appropriate person.

- Keeping other daily records as required by Management and the funding body.
- Preparation of rosters.
- Coordination, facilitation and recording of monthly staff meetings and resident meetings.
- Attendance and participation in a monthly supervisors meeting.
- Mentoring of new staff, leading and supervising the team of support workers.
- Conducting annual performance management appraisals with support workers.
- Required to be a Key Worker for support in the areas outlined in the 'Keyworker Role & Responsibilities' document.
- Positive liaisons with staff at all levels, other disability service providers, health practitioners, Community Visitors and families.
- Following up and competently managing specific concerns and needs regarding the residents, staff, and the operation of the house.
- Oncall duties as rostered.

Accountability

The position is accountable and reports to the Manager, Accommodation Services for the efficient, safe and effective delivery of a range of tasks within predetermined budget, quality, and time constraints.

The incumbent has authority and discretion to act within established operational and budget guidelines as determined by the Manager, Accommodation Services and/or other relevant persons, and within the constraints of various legislation, regulations, standards, policies and procedures.

Other Duties

Other duties as directed by the Manager, Accommodation Services.

Internal Liaisons

The House Supervisor is expected to liaise with the following people and areas within Nadrasca:

- Residents and their families and friends
- Other House Supervisors and Support Workers
- Community Services management

- Community Options staff
- Corporate Services staff
- Nardasca Industry staff
- Occupational Health and Safety Representative
- Internal Auditors

External Liaisons

The position may be required to liaise with people in the following areas, based on the individual needs of residents in the service:

- Government Departments (e.g. Case Managers)
- Community Based Organisations (e.g. Other Disability Service Providers and Community Services)
- Community Based Generic Services (e.g. Medical Practitioners and Specialist)
- Community Visitors
- WorkSafe Representatives
- External Auditors

Direct Reports: Support Workers

4. KEY SELECTION CRITERIA

Selection will be based on the skills, knowledge, experience and personal attributes that are required for achieving the key accountabilities listed above, along with the following:

Qualifications and Experience

- Relevant qualification in the disability sector is desirable.
- Relevant experience in performing the work tasks required in this role is desirable, including an ability to undertake a range of household duties, including meal preparation and household cleaning
- Level 2 First Aid Certificate.
- Ability to actively support people with a disability in daily living and personal care skills.
- Must be able to work shifts that may involve weekends, morning and evening work, and sleepovers.
- Intermediate to advanced IT skills; i.e. Microsoft Office Suite, email, web browsing.
- Current Victorian Driver's Licence.

Skills and Attributes

- Must have excellent interpersonal skills.
- Must have excellent communication skills, both written and verbal.
- The ability to work independently without supervision is essential
- A positive attitude to the role and responsibilities of the position
- Problem solving, communication skills, flexibility and lateral thinking are essential to approach a range of tasks and issues.
- A strong interest in working with people with disabilities.
- A demonstrated understanding, knowledge, and commitment to the rights of people with disabilities.
- Commitment to empowering people with a disability.
- Demonstrated ability to prioritise and organise one's own time to achieve tasks.
- Ability to exercise sensitivity and maintain strict confidentiality, when required.

5. EMPLOYMENT GUIDELINES

All Nadrasca staff are required to:

- Comply with all Nadrasca policies and procedures at all times.
- Comply with all occupational health and safety legislation and regulations
- Comply with all other Commonwealth and State legislation relevant to the company.
- Work in a collaborative fashion with Nadrasca staff, employees, service users, customers, and stakeholders
- Uphold and enhance the reputation of Nadrasca
- Maintain the highest level of integrity in the conduct of Nadrasca business
- Undertake identified training and development activities/programmes
- Take part in Nadrasca's performance appraisal process

Nadrasca has a Smoke Free policy. All buildings, vehicles and plans within Nadrasca are smoke-free.

Applicants must be prepared to undertake a medical assessment to determine fitness to undertake the inherent duties of this position.

All staff must undergo a National Police Check, an International Police Check (if applicable) and a Working with Children Check prior to employment.

For Accommodation Services and Casual Community Services positions, applicants will be checked against the DWES (Disability Workers Exclusion Scheme).

All relevant staff must provide evidence of unrestricted Australian residential and working visa.

Name
(Staff Member): _____

Signed
(Staff Member): _____ **Date:** _____

Name (Manager): _____

Signed (Manager): _____ **Date:** _____
