

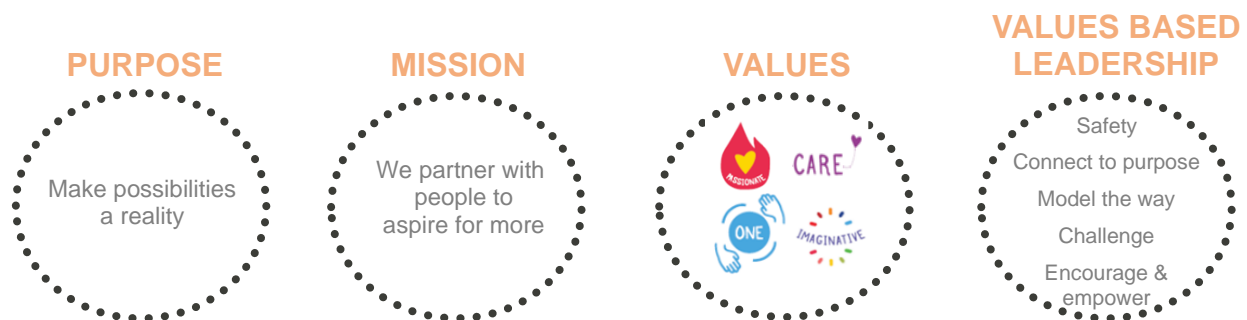
<b>Your division</b>	Service Delivery
<b>Your team</b>	Home
<b>You report to</b>	Portfolio Manager, Home

**PURPOSE OF YOUR ROLE**

Our Home accommodation services enable people with disability who want to live independently by providing flexible options for living arrangements and tailoring supports to match the customer’s and family or carer’s needs.

As the Site Supervisor, your purpose is to provide supervision to Support Workers located within the residence(s) and provide direct hands-on support to customers. This position will ensure the completion of applicable administration tasks whilst ensuring the quality of service for all customers. This will enable our customers’ independent living in alignment with individual plans and the service offerings of the Home portfolio (operating 24 hours per day, 7 days per week).

**ORGANISATIONAL PROFILE**



**KEY SUCCESS AREAS**

<b>SAFETY</b>	<ul style="list-style-type: none"> <li>• Model safety leadership by demonstrating a positive safety culture and commitment to person centred service delivery.</li> <li>• Encourage adherence to the Quality and Safeguarding Framework and other relevant legislation, policies, and procedures.</li> <li>• Monitor the environment ensuring it is free from preventable harm, promoting human rights and practice excellence.</li> <li>• Identify and report potential hazards, and work-related incidents, injuries and/or illness.</li> <li>• Model a commitment to Endeavour Foundations ‘Recover @ Work’ programs and actively support the return to work of team members consistent with the desired employee experience.</li> <li>• Undertake customer support tasks and functions in accordance with organisational safety policies and procedures.</li> </ul>
<b>CUSTOMER CONNECTION</b>	<ul style="list-style-type: none"> <li>• Advocate for the implementation and ongoing application of Human Rights for people with disability, namely the right to live free from abuse, neglect and exploitation, and the right of choice and control.</li> <li>• Ensure adherence to practice guidelines, organisational policy, and procedure.</li> </ul>

	<ul style="list-style-type: none"> <li>• Support employees in the resolution of escalations and concerns from families/carers/advocates for customers.</li> <li>• Communicate and consult with customers and relevant stakeholders regarding site operations and customer matters.</li> <li>• Monitor and encourage the implementation of appropriate services for customers.</li> <li>• Facilitate service meetings with families, customers, and employees ensuring effective service performance and delivery.</li> <li>• Monitor quality assurance through reviewing customer files and actioning outstanding documentation.</li> <li>• Promote Endeavour Foundation services through being a positive brand ambassador.</li> </ul>
<b>OUR PEOPLE</b>	<ul style="list-style-type: none"> <li>• Taking initiative to solve problems whilst operating in adherence to established work practices, procedures, and routines.</li> <li>• Support a performance-based culture focusing on engagement to achieve results.</li> <li>• Support employees in aligning actions with organisational strategy, goals, and values.</li> <li>• Support employees in daily operations acting as an escalation point.</li> <li>• Monitor rosters, leave, timesheets and performance of Support Workers ensuring adherence to Endeavour Foundation policies.</li> <li>• Collaborate with relevant supporting business units such as Customer Safeguarding, Work Health, and Safety and/or People Experience seeking direction and pursuing continual improvement.</li> <li>• Provide guidance for employees in adhering to policies and procedures.</li> <li>• Support the Home Portfolio Manager in performance management activities, including performance review feedback, KPI implementation and escalation of ongoing performance issues.</li> <li>• Develop programs and activities that encompass the individual needs of customers to ensure the achievement of NDIS plan goals.</li> </ul>
<b>OPERATIONAL EXCELLENCE</b>	<ul style="list-style-type: none"> <li>• Supervise site operational activities, including customer service delivery, site safety, customer care and safeguarding, employees rostering and timesheets, site inventory and issue management.</li> <li>• Provide support to customers aligned to their personal plans, goals, and any other requirements, including but not limited to all aspects of personal hygiene and living skills to ensure a safe and comfortable living environment is provided.</li> <li>• Supervision of a small team on a rotating roster to maintain effective site operations and resolve issues.</li> <li>• Maintain knowledge of Endeavour Foundation's suite of service offerings.</li> <li>• Ensure team member awareness of individual customer requirements.</li> <li>• Assist Endeavour Foundation in becoming a market leader in the provision of disability accommodation services.</li> <li>• Deliver and encourage others in the accurate documentation of all activities to ensure an accurate audit trail and maintenance of progress notes.</li> <li>• To perform direct care duties for customers as specified in their individual care plan including (but not limited to): <ul style="list-style-type: none"> <li>○ Showering/bathing/toileting/dressing/grooming.</li> <li>○ Preparing meals and assisting individual customers to eat their meals.</li> <li>○ Providing customers with additional support where required, such as diabetes management (where appropriate training has been provided).</li> <li>○ Assist with customer's physical and mobility requirements in accordance with training provided and the relevant workplace health and safety standard, including transferring of customers.</li> </ul> </li> <li>• To provide other support to individual customer as required such as (but not limited to):</li> </ul>



	<ul style="list-style-type: none"> <li>○ Personal administration, shopping for and with customers, banking and paying bills.</li> <li>○ Medication management.</li> <li>○ Washing and ironing of personal clothes.</li> <li>○ Performing household duties and ensuring the house is clean and tidy, including tidying of customers' rooms.</li> <li>○ Identifying the need for, and supporting customer to attend, medical/therapist appointments.</li> <li>○ Behavioural support.</li> </ul> <ul style="list-style-type: none"> <li>● Provide a wide range of personal care services to residents to ensure the continued health, wellbeing, and growth of our customers.</li> <li>● Ensure site obligations are met through participating in and meeting internal and external reporting requirements.</li> <li>● Assist in the collection and reporting of information for the completion of legal instruments, in conjunction with the relevant department/s.</li> <li>● Ensure rostering is in alignment with the target ratio of Customers to Support Worker hours, ensuring sufficient employees' availability.</li> <li>● Coordinate onsite contractors and management of minor equipment servicing.</li> <li>● Protect the privacy of all information ensuring maintenance and accuracy of full customer and employee records that include medical, workplace observations, progress notes, absences, and behaviours.</li> <li>● Support cross-portfolio client management communication and processes with Site Management / Supervisory peers within Work and Community to enhance customer experience and service levels.</li> </ul>
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<b>FINANCIAL SUSTAINABILITY</b>	<ul style="list-style-type: none"> <li>● Support financial performance of the Home service site through effective management of operating expenditure in line with budget.</li> <li>● Identify and highlight growth opportunities through customer interactions.</li> <li>● Support business activities to improve operational performance and outcomes.</li> <li>● Support efficient and effective delivery of workforce rosters across the Home service site, with guidance from the Home Portfolio Manager.</li> <li>● Support ongoing growth across the Home services site and support cross-functional customer growth opportunities across other portfolios.</li> <li>● Ensure operational expenses are maintained to sustain positive margin outcomes across site.</li> </ul>
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**WHAT YOU NEED TO SUCCEED**

<b>CAPABILITIES</b>	<ul style="list-style-type: none"> <li>● Knowledge and understanding of the NDIS Quality &amp; Safeguarding Framework or the ability to develop.</li> <li>● Demonstrated understanding of disability services provision and NDIS or the ability to develop.</li> <li>● Ability to supervise the site operations and deliver services aligned with organisational policies and procedures.</li> <li>● Ability to work autonomously while under limited supervision.</li> <li>● Ability to apply initiative and judgement in planning and organising work, escalating as required.</li> <li>● Desire to recognise, respect and uphold the privacy, dignity, and confidentiality of individuals in all aspects of their lives and in accordance with legislation.</li> <li>● Ability to respond positively and adapt to a rapidly changing environment.</li> <li>● Ability to manage conflict whilst remaining calm and alert.</li> <li>● Ability to coordinate delegated activities to meet outcomes within required timeframes.</li> </ul>
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<b>SKILLS &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>● Certificate III in Disability and/or Certificate III in Individual Support is desirable.</li> <li>● Demonstrated ability in assisting vulnerable people to identify goals and in assisting them to make the necessary choices and decisions to achieve these goals.</li> <li>● Proven ability to apply knowledge of nutrition and hygiene principles within a residential or accommodation setting to ensure appropriate safety and health levels are upheld</li> </ul>
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	<ul style="list-style-type: none"> <li>• Interpersonal and communication skills required to grow relationships with team members and stakeholders and deal with issues of a sensitive nature.</li> <li>• Problem solving skills, to successfully identify problems, develop solutions, and implement these using a logical and systematic approach.</li> <li>• Proven site operational performance skills in alignment with performance targets and KPIs.</li> <li>• Negotiation skills relevant to day-to-day interactions with various stakeholders to improve business outcomes.</li> <li>• Proficiency in using current MS Office Suite (i.e., Word, Excel, PowerPoint, Outlook), Employee Self Service programs, and communication technologies.</li> <li>• Possession of a current driver's licence, reliable motor vehicle and comprehensive insurance.</li> </ul>
<b>EXPERIENCE</b>	<ul style="list-style-type: none"> <li>• Experience within the Disability Sector or related sector.</li> <li>• Experience within residential services support for people with disability.</li> <li>• Experience with supervising and coordinating after hours and on-call care.</li> </ul>

