ROLE PROFILE

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| **Closing date:** | Friday, 19 July 2024 |
| **Contact for further information:** | Christine Walsh  (07) 3097 1244 |
| **Job ad reference no.:** | *QLD/499064/23* |
| **Title:** | Team Leader |
| **Classification:** | AO6 |
| **Service Area:** | South East Service Area |
| **Branch/Team/Region:** | Oxley, Loganlea and Gold Coast Accommodation Support and Respite Services |
| **Location:** | Oxley, Loganlea and Gold Coast |
| **Salary range:** | $105,977.00 – $113,167.00  per annum + super |
| **Status and Employment type:** | Full-time – Temporary |
| **Job duration:** | Continuous backfill pool |
| **Working relationships in this role** | **Reports to:** This position reports to the Manager of the Service Centre  You will work in collaboration with a variety of team members to achieve client focused outcomes.  **Direct reports:** The Team Leader has various positions reporting to the position, including Residential Care Offices  The nature of the service delivery in AS&RS, requires close collaborative relationships with non-government organisations and other government agencies within the community. |
| **Delegations** | The position does hold human resource delegations. |
| **Additional / mandatory requirements:** | * Provisional or Open “C” or “CA” class Australian driver’s licence. * This position requires work outside the normal span of hours including afterhours “on call’, night shift and weekends. These arrangements are planned and negotiated with your manager. * It is a condition of employment to comply with the department’s COVID-19 Vaccination Requirements policy. Where this policy requirement applies, employees must provide evidence of their vaccination status including having the prescribed number of doses of an approved COVID-19 vaccine prior to the commencement of their employment. |

# About Us

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships is responsible for ensuring inclusive and safeguarded services to seniors and people with disability; and providing whole-of-government leadership, coordination and monitoring in policy, program and service delivery for Aboriginal and Torres Strait Islander Queenslanders.

The Seniors and Disability Services divisions of the department strive to achieve high quality, safe and cost-efficient services to vulnerable and older members in the community. They are focussed on promoting a culture which supports the best possible outcomes for clients through evidence-based best practice and innovation in the provision of accommodation support and respite services for people with a disability and a range of concessions and assistance for seniors.

The Aboriginal and Torres Strait Islander Partnerships division of the department has a lead role in enabling Aboriginal people and Torres Strait Islander people to contribute to, and enjoy, Queensland’s prosperity and lifestyle through the delivery of whole-of-Government policies, programs and services.

We work closely with government agencies at all levels, industry and community representatives to:

* enable people to acquire skills and abilities to actively participate in the Queensland economy.
* develop and implement social and economic initiatives to strengthen the capabilities of Aboriginal peoples and Torres Strait Islander peoples and their communities.

If you would like further information about our department visit our [website](https://www.dsdsatsip.qld.gov.au/).

# Why join our team?

The Department of Seniors, Disability Services and Aboriginal and Torres Strait Islander Partnerships (DSDSATSIP) will support you to build a challenging and rewarding career while maintaining a healthy work and life balance. The department is committed to providing employees with access to a flexible work environment and welcomes the opportunity to discuss these arrangements. You will enjoy a competitive salary, superannuation, salary packaging, flexible working hours, flexible leave options, a safe and healthy work environment and professional development.

The Department provides assistance in shared living arrangements (accommodation support) and short term accommodation support (centre-based overnight respite). These services are delivered through Accommodation Support and Respite Services (AS&RS).

People receiving accommodation services from AS&RS usually require higher levels of support (e.g. 24 hour support with an awake nightshift). AS&RS accommodation services are available in many locations across Queensland.

If you would like further information about AS&RS visit our website at <https://www.dsdsatsip.qld.gov.au/our-work/disability-services/accommodation-respite-forensic-services/accommodation-support-respite-services>

# Role Scope

Provide the opportunity to make a difference in the lives of people with a disability by supporting them to live an active and fulfilling life.

As a Team Leader, you will manage, supervise and mentor a number of operational service delivery teams to ensure staff of these teams consistently demonstrate professional and ethical conduct and provide high quality services and support to people with an intellectual disability.

# Key responsibilities of this role

Key responsibilities of this role include:

* Managing, implementing and monitoring the delivery of accommodation support and respite services to people with an intellectual disability, ensuring high quality outcomes, consistent service provision and continuous improvement in accordance with Human Service Quality Standards and AS&RS’ Governance Structure.
* Providing leadership and supervision to a number of operational service delivery staff in accordance with human resource management policies and procedures to ensure the delivery of high quality, 24 hour support to people with an intellectual disability who access services from the department.
* Developing effective working relationships with key stakeholders including people with a disability, families, guardians, other government and non-government agencies.
* Monitoring the implementation of all relevant legislative requirements, departmental policies and guidelines.

# Delegations

The position does hold human resource delegations.

# How will you be assessed for this Role?

Your merit will be assessed based on the following key capabilities as they relate to the role:

**Technical/role specific**

To be successful in this role you will be required to demonstrate competency in relation to technical requirements of the role as well as the following [Leadership competencies for Queensland](https://www.forgov.qld.gov.au/leadership-competencies-queensland):

**Vision**

* Thinks critically and understands the organisations vision, through team and stakeholder consultation ensuring delivery of high quality customer-focused outcomes in line with work priorities.
* Gathers insights and challenges the status quo, to formulate innovative solutions and define new opportunities in the delivery of customer-focused services.

**Results**

* Builds and sustains relationships by listening attentively and relaying expert information in a non-technical, timely manner ensuring a mutually beneficial connection.
* Role models accountability to the team and implements reporting systems to monitor the teams’ work for the execution of quality results through professionalism, persistence and transparency.

**Accountability**

* Maintains and role models a high standard of practice through governance and risk management by adherence to policies and procedures, identifying organisation risk and proposing mitigation strategies.

# Our inclusive workforce

The department values the skills and insights we gain through a diverse and inclusive workforce that reflects the community we serve.

We encourage applications from people of all ages, life stages, caring responsibilities, intellectual/physical abilities, gender identity, sexual orientation, cultural background and ethnicity to apply for positions with us.

We promote a respectful workplace culture that is free from all forms of harassment, workplace bullying, discrimination and violence. We respect, protect and promote human rights, including through our recruitment processes**.** The department has achieved White Ribbon Australia (WRA) Workplace Accreditation as part of our commitment to prevent domestic and family violence.

# Important information for applicants

* Staff engaged with DSDSATSIP are expected to adhere to our SOLID (strengths based, open, loyal, innovative and dedicated) culture.
* A probationary period may apply to successful applicants to permanent roles who are external to the public service (unless advised otherwise).
* Successful applicants will be subject to a criminal history check and/or blue screening for roles that work with children.
* Successful applicants must disclose any previous serious disciplinary action.
* Newly appointed public service employees are obliged, within one month of starting duty, to make a disclosure of any employment as a lobbyist in the previous two years.
* Applications remain current for 12 months and may be considered for identical or similar vacancies (these may be at a different location).
* To be eligible for permanent appointment to the Queensland Public Service, applicants must provide proof of Australian citizenship or permanent residency or a right to stay indefinitely. To be eligible for temporary appointment, applicants must provide proof that they can legally work in Australia for the period of the vacancy.
* Voluntary Separation Program (VSP) recipients or applicants who have been paid a voluntary early retirement, redundancy or retrenchment payment from a Queensland Government entity are required to indicate this in their application.

# How to apply

Unless stated otherwise, your application should be comprised of:

* a **statement (not more than two pages)** that summarises your skills, experience and achievements against the key capabilities within the context of the role you are applying for;
* a **current resume** containing details of two (2) referees with at least one (1) of those referees having a thorough knowledge of your work behaviour, conduct and performance within the previous two years; and
* copies of:
* Open “C” class Australian driver’s licence - please provide evidence of name change if the name on your licence is different to your qualification documents. Provisional (P1 and P2) classes of licence are not accepted.
* If you are not currently an Australian citizen and hold a visa, a copy of your passport is required. The Department is required to complete a visa check (VEVO) to confirm working rights.

\*See tips on [how to write a resume and cover letter](https://www.qld.gov.au/jobs/finding/pages/resume.html).

All role descriptions and selection processes are required to be aligned with the Leadership competencies for Queensland. For more information visit: <https://www.forgov.qld.gov.au/leadership-competencies-queensland>.

Applying online through the Smart jobs and careers website [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/) is the preferred means to submit an application. To do this, access the 'apply online' facility on the Smart jobs and careers website. You will need to create a 'My SmartJob' account before submitting your online application.

By applying online you can track your application through the process, maintain your personal details through registration and withdraw your application if required.

All applicants are encouraged to advise the panel of any additional support or reasonable adjustments required during the recruitment process. The methods used in the recruitment for a role may vary, but the sorts of processes used may include; online application form, online cognitive testing, video interview, written response task, assessment centre, in-person interview.

Please indicate in your application if you require assistance with accessibility (e.g. National Relay Service, Screen Reader accessible documents etc.) for any processes that may be used?

If you experience any technical difficulties when accessing [www.smartjobs.qld.gov.au](http://www.smartjobs.qld.gov.au/) please contact 13 QGOV (13 74 68). All calls relating to the status of your application once the vacancy has closed should be directed to the contact officer on the role profile.

If you do not have internet access and are unable to submit your application online please contact the QSS Customer Support Team on 1300 146 370, between 9am to 5pm Monday to Friday, to enquire about alternative arrangements.

Late applications cannot be submitted via the Smart jobs and careers website, so please allow enough time before the closing date to submit your application. If the Selection Panel has granted approval to consider a late application, please contact the QSS Customer Support Team on the number above to arrange this.

Hand delivered applications will not be accepted.

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