

# Position Description

<b>Position Title:</b>	Team Leader
<b>Classification:</b>	Disability Enterprise Employee Level 3
<b>Industrial Instrument:</b>	<i>Kyeema Support Services Inc Enterprise Agreement 2023 (as amended)</i>
<b>Division:</b>	Support Services
<b>Reports To:</b>	Supports Manager
<b>Direct Reports</b>	Disability Support Workers

*Kyeema Support Services welcomes and encourages applications from people with disability, Aboriginal and Torres Strait Islander peoples, and people with diverse cultural and linguistic backgrounds.*

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## About the Organisation

Kyeema Support Services Inc is a registered NDIS provider committed to delivering high-quality, person-centred services that focuses on supporting and empowering individuals to make choices to enrich their lives.

We value inclusion, respect, and integrity, and strive to create a supportive and professional environment for our staff and participants.

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## Position Purpose

The Team Leader is responsible for the day-to-day delivery of high-quality in-home and community-based supports for NDIS participants. The role ensures supports are provided safely, meaningfully, and in alignment with each participant's goals, while upholding human rights, dignity, choice, and enjoyment.

The position provides practical leadership and guidance to Disability Support Workers, contributing to a positive team culture built on inclusiveness, accountability and mutual support. The Team Leader supports staff capability, assists with problem-solving, and helps ensure work practices follow established organisational procedures and NDIS requirements.

The role works collaboratively with participants, families, and key stakeholders to ensure supports are responsive, person-centred, and culturally appropriate, while contributing to continuous improvement within the assigned portfolio.

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## Key Responsibilities

### Leadership and Operational Management

- Guide, support and oversee Disability Support Workers in their day-to-day duties, ensuring clarity of roles, responsibilities and expected work practices.
- Ensure staff have the practical resources, information and basic training required to carry out their duties safely and effectively.
- Provide routine coaching, direction and problem-solving support to staff within established procedures, promoting consistent, participant-centred supports.
- Contribute to a positive, safe and respectful workplace culture, proactively addressing conflict or performance concerns.
- Coordinate and participate in regular staff meetings, and organise additional meetings as required.
- Model professional conduct, ethical behaviour and organisational values at all times.

### Participant Focused Support

- Support staff to assist participants in building daily living skills, increasing independence and engaging meaningfully in their routines and activities.
- Encourage and facilitate participant involvement in social, recreational and community-based opportunities in line with established support plans
- Build and maintain professional, respectful relationships with participants, families, carers and external providers while upholding boundaries, confidentiality and privacy requirements.
- Follow organisational procedures to record, report and assist in responding to complaints and incidents in line with NDIS Practice Standards.
- Promote and support advocacy systems such as team meetings, house meetings and utilisation of the Independent Advocates.
- Work with all relevant stakeholders to implement and document positive behaviour support strategies.
- In consultation with the Supports Manager, coordinate the intake of any new participants.

### Training & Staff Development

- Support the induction of new Disability Support Workers by assisting with Orientation to the service and site induction, including fire safety processes.

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- Identify and document day-to-day staff development needs and contribute to reviewing these with the Supports Manager within established organisational guidelines.

### **Service Quality & Safety**

- Work with the Supports Manager and relevant stakeholders to participate in service reviews, contributing feedback to ensure supports continue to align with participant goals.
- Work with the Supports Manager to identify and implement continuous improvement activities to enhance service quality and ensure alignment with participant requirements and preferences.
- Encourage participants to express concerns or feedback and assist them in accessing appropriate channels.
- Maintain participant health and safety by identifying day-to-day risks and following established procedures to manage them.
- Work with the Supports Manager to ensure incidents are reported and escalated according to organisational and NDIS requirements.
- Ensure own practices comply with Quality Standards, OH&S regulations, and other relevant legislation.
- Develop, maintain and update documentation related to individual programs or activities in line with established procedures.
- Operate vehicles safely in line with road laws and organisational policies and procedures.
- Promote safe work practices and ensure compliance with OH&S guidelines and procedures.
- Ensure all work practices implemented in the assigned portfolio are carried out in line with organisational policies, procedures and NDIS requirements.
- Conduct and complete audits of implemented work practices to ensure compliance.

### **Administration & Rostering**

- Assist with preparing and monitoring staff rosters to ensure day-to-day coverage aligns with participant needs and established service requirements.
- Maintain accurate documentation such as timesheets, daily notes and reports within required timeframes and according to organisational procedures.
- Coordinate and participate in regular staff meetings as part of routine service operations.
- Stay informed by actively utilising agreed organisational communication channels (e.g., email, MS Teams).

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- Work with the Supports Manager and other Team Leaders, as required, to monitor staff absenteeism and support basic leave planning to maintain continuity of supports.

## Other duties

- Act as the organisations Authorised Program Officer (APO) as required where the appropriate and required training has been undertaken.
- Other duties as required within scope of the role and individual skill and experience.
- Participant in the oncall roster as required.

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## Key Selection Criteria

### Essential

- Formal qualification in disability, community services, or a related field, and/or equivalent experience supporting people with a disability.
- Experience supporting peers or new staff through coaching, modelling good practice and helping others develop confidence and skill.
- Experience supporting individuals with complex needs using safe, person-centred and evidence-informed approaches.
- Demonstrated ability to engage with people in a compassionate, respectful, and non-judgmental manner.
- Ability to build professional, respectful relationships with participants, families and external stakeholders while maintaining boundaries and confidentiality.
- Working knowledge of NDIS Practice Standards, incident reporting requirements, complaints processes and positive behaviour support principles.
- Proficient in the use of computers including the use of the Microsoft Office Suite (Word, Outlook, Excel).
- Willingness and eligibility to obtain a NDIS Worker Screening Check, Working with Children Check and other background checks as necessary.
- Current Victorian Driver's Licence (without restriction) or equivalent.
- First Aid and CPR Certificate.

### Desirable

- Demonstrated experience providing day-to-day guidance, mentoring and practical support to staff in a frontline service environment.
- Demonstrated experience in developing, coordinating, and overseeing staff rosters, with a clear understanding of operational requirements and financial constraints.
- Experience leading teams in a 24/7 or multisite service environment.

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- Understanding of NDIS funding models, particularly in-home and community supports.

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### Key Performance Indicators (KPIs)

Area	KPI
Scheduled programs	95% of supports delivered on time in line with participant goals
Participant satisfaction	85% participant satisfaction rating
Staff engagement	At least 1 formal team meeting held per quarter with regular toolbox style meetings held monthly. Demonstrated program or activity in person presence. Participate in at least 2 supervision sessions annually.
Performance Reviews	100% of staff performance reviews completed within assigned portfolio annually.
Staff Training Compliance	100% of staff within assigned portfolio have training requirements up to date.
Incident reporting	All incidents are reported, documented and followed up within 24 hours.
Continuous improvements and Compliance	At least 2 continuous improvement activities identified and implemented per annum that align with participant requirements, goals and/or preferences. Conduct at least 1 internal audit quarterly to ensure compliance with NDIS Practice Standards.

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### Workplace Health & Safety Responsibilities

- Comply with WHS legislation and company policies.
  - Report any hazards, incidents, or injuries promptly.
  - Promote a safe, inclusive, and respectful workplace.
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## Child Safe Responsibilities

- Kyeema Support Services has systems to protect children from abuse, will take all allegations very seriously and will respond to them consistently in line with Kyeema's policies and procedures.
- Kyeema Support Services is committed to promoting cultural safety of Aboriginal children, cultural safety of children from culturally and/or linguistically diverse backgrounds and to providing a safe environment for children with a disability.
- Kyeema Support Services holds a policy of zero tolerance to racism and has expectations that staff and volunteers will act on incidents of racism.
- Kyeema Support Services is committed to ensuring the acceptance and inclusion of participants' and workers' gender identities.

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## Values Alignment

Candidates must demonstrate a commitment to the values and mission of the organisation and the principles of the NDIS, including participant choice and control, inclusion, and respect for human rights.

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## Employee Acknowledgment

This position description is intended to provide an overview of the responsibilities and duties of the role and does not represent an exhaustive list of all tasks the incumbent may be required to undertake. Duties may be varied from time to time in line with the needs of the organisation, provided they are within the employee's skill level, competence, and classification under the relevant industrial instrument. The incumbent may also be required to perform other duties as directed, consistent with their qualifications and experience.

Employee Name:	
Employee Signature:	
Date:	

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Office use only



# Position Description

Date of Reviewed:	February 2026
Reviewed by (insert position):	Supports Manager