

POSITION DESCRIPTION

This position description is a guide to the general range of duties assigned to the position holder. It is not intended to be definitive or restrictive and is subject to periodic review.

Position Title	Team Leader
Employment Type	Permanent – Full-time
Program	Across all Operational Divisions and Corporate
Work Location	Dowsing Point Corporate Office, Launceston, North West
Reporting to	Assistant Manager
Grade/Classification	Level 4, HACSU – NEXUS INC. ENTERPRISE AGREEMENT 2016
Position Description updated	7 August 2025

Position Objective

To lead a dedicated team who provide support to clients to achieve positive and sustainable outcomes, responsible for quality of service, referrals, inductions, and coordinating professional development and supervision.

About Nexus

Nexus Inc is an NDIS registered, not-for-profit organisation. We employ approximately 500 staff who provide support and development opportunities for people who require physical, social, and psychological supports. Nexus Inc. Supports clients throughout the south and the north-west of Tasmania.

OUR VISION A community where everyone is safe, valued and respected.

OUR MISSION Supporting you to live the life you choose.

OUR VALUES

DEDICATION	SOLUTIONS – FOCUS	EFFECTIVENESS	TEAMWORK
<ul style="list-style-type: none"> We earn the respect of our clients by being respectful and dedicated in our work We take our role in supporting people seriously We provide reliable and dependable service 	<ul style="list-style-type: none"> We work collaboratively with clients supporting them to achieve their goals We are compassionate, innovative, honest and determined We are adaptable when working to meet clients' needs 	<ul style="list-style-type: none"> Our service makes a positive difference to the lives of clients and our community Our practice is of the highest quality Our practice is evidence based 	<ul style="list-style-type: none"> We have honest and genuine relationships with clients and the people important to them We have honest and genuine relationships with our co-workers and other stakeholders We recognise diversity and appreciate that we all have something to offer the team We work to grow and strengthen the capabilities of our team

Required Skills and Personal Attributes (Selection Criteria)

- Well-developed written and verbal skills with an ability to communicate across different levels of the organisation.
- Strong time management skills with the ability to prioritise competing tasks.
- Capacity to build rapport and provide support to employees.
- High level data management skills.
- Knowledge of statutory requirements relevant to your work.
- Ability to manage a diverse team.
- Proven experience in working with people with disability

Qualifications / Experience

- Experience in a similar position in the not-for-profit sector is beneficial but not essential.
- Understanding the National Disability Insurance Scheme (NDIS) would be advantageous.
- Substantial experience supporting people with a disability, or other similar experience providing direct care supports
- Diploma of Disability, or Diploma of Community Services, or Diploma of Frontline Management are desirable qualifications, though non-essential.

Key Responsibilities

The role of the Team Leader has typical duties that are expected of the position comprising of but not limited to:

- Monitor and prepare reports about client progress, quotes and plan reviews, as requested.
- Monitor, review, and update all client related data and documentation, and report all changes to support staff.
- Maintain and monitor all client funds within your delegation and report changes as required, including advising management when additional funds are required for client supports.
- Monitor for the use of restrictive practices and report as required.
- Maintain communication with all stakeholders, including families, financial administrators, allied health and medical providers, guardians, other service providers, and any other significant persons regarding client support matters.
- Prepare and summarise documents required for health care specialists, as required.
- Prepare agendas and facilitate staff meetings, focusing on quality audits, client needs and any changes to Nexus policy and/or procedures.
- Conduct individual staff supervision, performance reviews and liaise with Human Resources as required.
- Monitor staff training needs, attendance and performance.
- Supervise and undertake all requirements for new staff, including conducting buddy shifts, orientation, site inductions and sign off on probations.
- Provide On Call support in response to staff and client matters as part of rotating on call roster.
- Conduct work health and safety inspections of the work site and work vehicles (where applicable), including servicing and cleaning of equipment.
- Conduct regular fire evacuation and emergency management drills, as per Nexus policy.
- Monitor, audit and order PPE supplies and office supplies as required.
- Manage Service Delivery Projects for clients.

- Manage medication administration for your team, ensuring compliance with Nexus policies and procedures.
- Report and manage incident and incident response strategies relating to clients, staff, and property.
- Administer, record, and allocate staff key allocation, safe codes and client and Nexus assets.

Special Requirements

As you will be working with people with disability, you will also need to meet the following requirements:

- Working with Vulnerable People Card with NDIS endorsement.
- National Police Check.
- Current unrestricted Tasmanian drivers' licence
- Up-to-date Covid-19 Vaccination Statement (in-line with government requirements).

Authority

This position description has been written with the approval and authority of the Chief Operations Officer and outlines the expectations and primary functions of the above-named position.

Agility Statement

The information contained herein is not intended to be an all-inclusive list of the duties and responsibilities of the position and may be subject to change and further review. Management may, at its discretion, assign or reassign duties and responsibilities to this position as any time as necessitated by operational needs.

The Employee

I acknowledge that my duties and responsibilities are as outlined in this position description. I further acknowledge that my duties may be varied from time to time to meet organisational requirements.

Employee name:

Signature:

Date: