

# Position Description



<b>Title</b>	Team Leader – Community Aged Care
<b>Business unit</b>	Aged & Carer Services
<b>Location</b>	Mount Waverley
<b>Employment type</b>	Full Time
<b>Reports to</b>	Senior Manager

## 1. About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land. We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

**Our purpose:** To inspire people, enliven communities and confront injustice

**Our values:** We are imaginative, respectful, compassionate and bold

## 2. Position purpose

The Team Leader is a key leadership position within the Aged Home Care Package Team and contributes to the development of evidence base, high quality and innovative clinical services. The position provides oversight to the coordination and delivery of case management services, leads multi-disciplinary team and is primary responsible for providing clinical leadership and direction to ensure service delivery is responsive to consumer needs.

## 3. Scope

**Budget:** Nil

**People:** 6-8 Case Managers

## 4. Relationships

**Internal:**

- Executive and Senior Program
- Employees, volunteers and contractors

Approved by: Group Manager	Page 1 of 5	Division: Aged & Carer Services
Date Approved: February 2021	Printed copies of this document are not controlled.	Next Review Date: December 2021

# Position Description

## Team Leader – Community Aged Care



### External:

- Consumers and their families
- Government departments and other funding bodies
- Other Community Services Organisations

## 5. Key responsibility areas

### Leadership and professional practice

- Develop, implement and review clinical governance framework
- Develop, implement and review policies and procedures that relate to direct service provision
- Contribute as directed to research, conference, training and/or forums
- Create a culture that encourages innovation to continually improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs.
- Implement a consistently high quality, consumer-centred and culturally competent program.
- Ensure that regular, appropriate supervision and reflective practice is provided across the program and that service delivery reflects contemporary practice.
- Participate in activities and forums to influence public policy discourse and direction in line with Uniting's policy including advocacy alongside people with a lived experience and other key internal and external stakeholders (where relevant).
- Contribute as directed to research, conferences, training and/or forums.
- Supervise workloads and workflows and ensure consumers receive timely and appropriate services.

### Service delivery and partnerships

- Ensure services are accessible to and inclusive of the diverse communities the program serves
- Monitor and lead the ongoing development and improvement of clinical services and consumer pathways
- Provide leadership, consultation and expertise to the home care package Case Managers and registered Nurses
- Coordinate intake and referral processes to ensure the provision of high quality clinical care and access to service
- Undertake small clinical case loads, providing direct clinical services to consumers
- Participate in data collection and evaluation processes that contribute to service improvement
- Build and maintain effective relationships with key stakeholders and networks

### People

- Provide authentic team leadership to the paid and unpaid workforce and maintain the highest level of professional conduct in alignment with Uniting's values, policies and procedures
- Lead, motivate, coach and inspire an engaged, capable, consumer-centric and productive workforce to achieve positive consumer and community outcomes.
- Be a champion for employee engagement to develop and sustain a positive workplace culture.
- Model, promote and maintain a positive, respectful and enthusiastic work environment.
- Provide support, guidance, coaching, leadership and empowerment to the team including constructive feedback through regular supervision and performance reviews.

# Position Description

## Team Leader – Community Aged Care



### Legal requirements, risk and financial management

- Ensure all legal, funding, compliance and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting (child safety) and mandatory case practice requirements. Proactively develop, implement and review contingency plans, if required.
- Contribute to annual budget development for the Home Based Care East team and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability.
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required.
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.
- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required.
- Implement and monitor appropriate information and record keeping, case reporting, document storage and retrieval processes and ensure systems are in place and maintained in line with knowledge management procedures.
- Ensure brokerage expenditure promotes optimal consumer and/or community outcomes within allocated budget

### Administration

#### Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position.

## 6. Person specification

### Qualifications and requirements

- Bachelor level degree in allied health discipline such as social work, psychology, nursing or related field
- Full registration AHPRA

### Experience and knowledge

- Advance clinical skills and demonstrated experience in a range of aged care services
- Experience in the assessment and allocation of referrals

Approved by: Group Manager	Page 3 of 5	Division: Aged & Carer Services
Date Approved: February 2021	Printed copies of this document are not controlled.	Next Review Date: December 2021

# Position Description

## Team Leader – Community Aged Care



- Experience in service development and maintaining continuous quality improvement
- opportunities and representing organisational values in the community and professional settings.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Personal Attributes:**
  - Verbal ability: Open, honest, articulate and flexible approach to communication – written and verbal. The ability to actively listen.
  - Interpersonal focus: Strong interest in people and respect for others. The ability to suspend judgement.
  - Cooperative: Demonstrates team behaviours striving for co-operative and professional relationships.
  - Conscientious: Responsible, dependable, organised and persistent.
  - Open to experience: High level self-awareness, with the ability to admit mistakes, as an opportunity for reflection, learning and development.
  - Professionalism: Professional, confident, focused and clear about purpose and able to set appropriate personal boundaries.
- **Leadership** – Knowledge and skill in leading and managing people within a complex service delivery environment; ability to build strong, high functioning teams and align teams with the organisational values and goals; role modelling expected behaviour
- **Consumer-centricity** – Extensive experience applying a consumer-centric, trauma-informed and culturally competent approach to case work; supervisory approach which privileges the voice and lived experience of children and young people within the context of their family or care arrangement; emphasis on partnering with children, young people, families and their informal/formal support network to achieve optimal, sustainable outcomes
- **Communication** – High level written and oral communication skills; ability to conduct presentations and prepare high quality reports
- **Relationships** – Track record of being able to form positive, collaborative and effective relationships with staff; ability to engage, build and maintain strong, mutually beneficial relationships with a diverse range of external stakeholders; negotiation and influencing skills including cross-culturally
- **Change management** – demonstrated experience in leading successful change in collaboration with staff
- Experience working with family units, adolescents and parents with an understanding of the impacts of Mental Health, Drug and Alcohol, Family Violence, out-of-home care, Child Protection and child development.

### 7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and Working With Children Check (in Victoria) and/or Working With Vulnerable People Check (in Tasmania) **prior** to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

### 8. Acknowledgement

I have read, understood and accepted the above Position Description

	Employee	Manager
Name:		
Signature:		
Date:		

**Position Description**  
Team Leader – Community Aged Care

