

Position Description



Title	Team Leader In Home Support Services
Business Unit	Consumer Directed Services, Nursing and Allied Health
Location	Mount Waverley
Employment type	Ongoing and Full Time
Reports to	Senior Manager Nursing and Allied Health

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 celebrate our diversity and welcome all people regardless of ethnicity, faith, age, disability, culture, language, gender identity or sexual orientation. We acknowledge Aboriginal and Torres Strait Islanders as Australia's First Peoples and as the traditional owners and custodians of the land on which we work. We welcome lesbian, gay, bisexual, trans, gender diverse, 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 In Home Support Services is responsible for ensuring consumers with a disability and aged care consumers receive high quality, consumer centric services and support to enable them to live at home. The position leads a team of In Home Support Service Officers providing intake and assessment of consumers requiring in home support and matching them with service providers to support them with services such as nursing and allied health, personal care, domestic assistance, home maintenance and home modification.

The position is responsible for contributing to the delivery and development of services that respond to existing and evolving consumer needs; ensuring appropriate supervision, support and training for employees working in these services, operationally model leading practice; monitoring, evaluating and reporting on service delivery; and ensuring services meet and maintain accountability for statutory and reporting requirements.

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3. Scope

Budget: TBD

People: [5 xFive](#) In Home Support Officers

4. Relationships

Internal:

- Executive and Senior Program Management
- Employees, volunteers & contractors
- Uniting Corporate, Support Services and Mission divisions
- Other Operational services
- Consumers, their families and advocates

External

- Government funding bodies and contracting organisations (e.g. NDIA, DHHS, etc.)
 - Allied health and medical professionals
 - Services providers / Contractors
 - Other Stakeholders
-

5. Key responsibility areas

Leadership and professional practice

- Participate in operational planning and localised team, program and service planning in accordance with Strategic Plan and business operational objectives
- Provide overarching management, leadership and responsibility of In Home Support services within their remit.
- Ensure the voice of the consumer is incorporated in all aspects of practice and performance by regularly assessing feedback, compliments, complaints and opportunities for improvement.
- Lead and manage an engaged workforce in the delivery of aged and disability support services that, through a person centred approach, achieves high quality outcomes for consumers of the program and other stakeholders.
- Ensure appropriate training and developmental opportunities are implemented to assist employees enhance their practice
- Implement consistently high-quality, consumer-centred and culturally competent programs and services
- Ensure that regular, appropriate supervision and reflective practice is provided across services and that service delivery reflects evidence based practice

Service delivery and partnerships

- Contribute to the management of In Home Support services business operations to ensure quality outcomes for consumers and stakeholders, sound financial management and regulatory and legislative compliance
- Ensure all service provision to consumers is consistent with individual care plans
- Manage contracts with external service providers engaged to undertake work across home support services
- Assist in identifying, planning and developing service development opportunities that respond to the emerging needs of clients

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- Provide regular advice, information and reports to the Senior Manager Nursing & Allied Health regarding operations and trends that effect planning and service delivery within Aged and Disability Services
- Maintain systems for collection and analysis of data and other relevant evidence to support continuous improvement, staff development and business development
- Build and maintain productive and sustainable professional relationships with staff, clients, families/carers and other relevant professionals and organisations
- Work in partnership with other service providers and professionals and across Uniting, to ensure an integrated approach to service delivery
- Ensure programs and services are well coordinated and collaboratively delivered via a care team approach to achieve positive outcomes
- Supervise workloads and workflows and ensure consumers receive timely and appropriate services

Administration and finance

- Support budget development and monitor financial expenditure in accordance with budget estimates to ensure effective use of funds to deliver best client outcomes
- Ensure program service delivery is aligned with program funding
- Ensure accurate and current client records are maintained
- Ensuring all consumer, quality, financial and other reports are accurately completed within required timeframes
- Monitor data collection requirements for the team.

Quality

- Ensure compliance with the NDIS Quality and Safeguarding Framework and Aged Care Quality Standards
- Ensure relevant quality frameworks are embedded in daily practice
- Implement continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes.
- Ensure all staff are aware of and adhere to client safety measures and incident reporting requirements, using appropriate systems and adhering to processes
- Ensure service delivery meets accreditation requirements and participate in accreditation reviews
- Participate in internal and external audits as required.
- Contribute to and identify changes to responsibilities and tasks that will enhance work practice and assist Uniting to be responsive to changes in the sector.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision
- Undertake regular supervision and performance review with line manager, proving feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment

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Legal and Safety requirements

- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values
- Ensure all legal, funder and statutory requirements pertaining to the position are met including statutory reporting of all serious incidents, restrictive practices, reportable conduct and mandatory reporting (child safety)
- Foster a culture where risks are identified in a timely manner and appropriately managed.
- Report on areas of serious risk to next level supervisor and working together to mitigate those risks.
- Ensure compliance with all OH&S legislation and regulations.
- Develop and implement Safety Action Plans to drive the achievement of the safety objectives and agreed safety goals.

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 Uniting
- 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 and across teams
- 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

- Diploma in relevant discipline such as disability, aged care or community services (essential)
- Diploma in Leadership and Management (preferred)

Experience

- Significant management experience in disability or aged care. (essential)
- Extensive knowledge of and experience in understanding the needs of aged care consumers and consumers with lived experience in disability, their families and carers. (essential)
- Experience of leading a team, including the ability to provide effective supervision, support and coaching to employees
- Sound understanding of relevant legislation and its impact on service delivery and practice; Aged Care Quality Standards; the National Disability Insurance Scheme; relevant funding and reporting requirements; statutory regulations; quality and safeguarding standards.

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- Demonstrated commitment to service performance, evidence-based practice and improving outcomes for consumers
- Experience in developing and maintaining sustainable partnerships with key stakeholders.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting’s values; respect the uniqueness and value of every individual; establish and maintain relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability.
- **Consumer Centeredness** – foster, promote and implement a culture that keeps consumers at the centre of everything we do; demonstrates an awareness of and prioritises the needs of consumers; focuses on optimal outcomes for consumers.
- **Leadership** – Strong leadership and management skills and knowledge within a complex service delivery environment; ability to build strong, high functioning, teams and align teams with the organisational values and goals, particularly those related to consumer-centricity; Experienced in the management, development and coaching of staff and the resolution of complex staffing matters; role modelling expected behaviour; strong ability to establish credibility with staff and inspire a shared vision.
- **Commercial Astuteness** – ensuring that all resources; be they humans, material or financial, are managed effectively and with efficiency to achieve positive outcomes.
- **Stakeholder Relationships** – Strong negotiation and influencing skills; ability to engage, build and maintain strong, mutually beneficial relationships with stakeholders; track record of being able to sustain positive, collaborative and effective relationships; promotes harmony and consensus through diplomatic handling of disagreements; builds trust through consistent actions, values and communication.
- **Problem-solving** – proven ability to take a solution-focussed and strengths-based approach within a complex, ambiguous and evolving community services environment.
- **Communication** – Strong and clear communication skills with the ability to build positive professional relationships with key internal and external stakeholders; excellent interpersonal skills; high level written and verbal communication skills; ability to prepare high quality reports.
- **Change Management** - Demonstrated experience in leading teams through change management.

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver’s License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

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.

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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:	<input type="text"/>	<input type="text"/>
Signature:	<input type="text"/>	<input type="text"/>
Date:	<input type="text"/>	<input type="text"/>