

# Position Description

<b>Title</b>	Team Leader - Community Transport
<b>Business Unit</b>	Social Support Services
<b>Location</b>	42 A Dyte Parade, Ballarat East
<b>Employment type</b>	Ongoing, Full time
<b>Reports to</b>	Coordinator - North West & Grampians

## 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

### 1. Position purpose

The Team Leader, Community Transport works with clients to identify their transport needs through assessment and support planning, coordinates volunteer drivers to assist clients to attend health/community services or social activities in their local area or at specialist clinics in Metropolitan areas.

This position is responsible for the operational service delivery (Monday- Friday) including the management of a team of volunteer drivers, management of fleet vehicles as well the supervision of the Community Transport Intake and Assessment Worker based, in the Grampians.

This position is integral in embedding the principles of wellness and reablement, ensuring the team retains a focus on supporting older people to maintain health and wellbeing and increase capacity to remain living at home longer.

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### Team Leader - Community Transport

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## 2. Scope

**Budget:** *Nil*

**People:** Intake & Assessment Officer, Grampians

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## 3. Relationships

### Internal

- Metro Intake & Assessment Team
- All Aged and Carer staff
- All Corporate support service staff
- Smartfleet Fleet Operations Coordinator

### External

- Clients/Carers/Volunteers
  - Allied Health Service Providers
  - General Medical Practices
  - Hospital /Outpatients departments
  - Supported /Residential Facilities
  - Community Leisure Centres
  - VicTAs Community Transport Association
  - Victorian Transport Authority
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## 4. Key responsibility areas

### Service Delivery

- Support a team of volunteers to provide quality consumer focused transport services
- Undertake client assessments and develop Goal Directed Care Plan based on individual needs in line with MAC/ HACC referral
- Manage the day to day operations of the team, ensuring all aspects of service delivery are undertaken in an efficient and safe manner
- Promote the embedding of the wellness and reablement model in all aspects of service delivery
- Ensure consumers have ownership when planning social supports that meet their identified My Aged Care goals
- Ensure consumer and volunteer reviews are completed in a timely manner
- Attend networking opportunities through regular service provider meetings, forums and expos
- Promote the community transport programs to regional assessment service and community service providers
- Develop and maintain appropriate effective relationships with key stakeholders including consumers, carers, families, advocates, community groups, peak bodies, community service organisations, relevant professionals, government bodies and other funding agencies

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#### Service delivery

- Support your team, your peers and the organisation through the Aged Care reform agenda and promote change consistent within all aged and carer programs
- Understand and contribute to as required, your program budget and adhere to Uniting's financial management processes, such as petty cash, invoicing, reimbursements, etc.
- Demonstrate a strong commitment to continuous quality improvement by ensuring ongoing review and evaluation of practice, with a focus on improved outcomes for consumers and identifying opportunities and areas for improvement
- Ensure attention to detail in the compilation of internal and external documentation

#### People and teams

- Establish, lead, coach and inspire an engaged and productive team of volunteers
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership and empowerment to the Intake & Assessment Officer including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

#### Legal requirements & risk management

- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct and mandatory reporting (child safety)
- Identify, mitigate and report risk through identified channels and processes, demonstrating an understanding of individual, program and organizational risk, as well as an appropriate sense of urgency in risk reporting.
- 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.

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#### 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.

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## 5. Person specification

### Qualifications

- Relevant Tertiary qualifications in Social Work, Welfare, Community Services or Health professions

### Experience

- Experience working in Aged Care or other community supports and an understanding of Aged Care Quality Standards
- Experience in leading a team of volunteers and supervision of staff
- Highly desired experience working in a community transport program/ management of fleet of cars/ buses
- Working within a changing environment and ability to quickly adjust to new processes
- Demonstrated organisational skills and time management skills with attention to detail
- Demonstrated highly effective interpersonal and communication skills
- An understanding of, and commitment to, the Wellness and Enablement model
- Experience in assessment that actively reflects customer choice and the wellness and enablement model
- Experience with the My Aged Care portal and the use of a variety of IT systems and reporting platforms.

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership:** drive a positive workplace culture; lead by example; embed contemporary consumer focused practice; meet program performance indicators and targets; have demonstrated experience in all areas of people management and service delivery
- **Professionalism:** maintain relationships with staff, volunteers and key stakeholders that are respectful, inclusive and collaborative; build and maintain healthy communication channels with all internal and external relationships; support the organisation to embed values and deliver on strategic goals

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- **Diversity:** understand the importance of diversity and embed this within your team; advocate for a diverse and culturally rich workplace; foster inclusive practice
- **Accountability:** demonstrate an understanding of the level of accountability held by a Coordinator position, including: quality improvement; program development; people, facilities and financial management; funding and program guidelines; internal and external reporting requirements; risk management; networking and the development and maintenance of key relationships

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#### 6. 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 relevant Working With Children Check to your State 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.**

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#### 7. 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"/>