

# Position Description

<b>Title:</b>	Team Leader
<b>Business Unit:</b>	Aged and Carer Services
<b>Location:</b>	South East Metro - Based at Mt Waverley
<b>Employment type:</b>	Full time
<b>Reports to:</b>	Coordinator Aged and Carer Services

## About Uniting

Uniting works 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.

Uniting is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We are 7000 skilled, passionate and creative people providing over 770 programs and services.

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, trans, gender diverse and intersex (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

## Position purpose

The Aged and Carer Team Leader will work flexibly, primarily across the Eastern and Southern metro regions to lead a team of volunteers to enhance the connection between consumers and their community. This Social Support program facilitates both 1 to 1 consumer/volunteer connections, as well as volunteer-led special interest consumer groups. The Team Leader will also be integral in embedding the principles of wellness and reablement, ensuring the team retains a focus on supporting older people to engage in social activities of their choice. The Team Leader will require a range of skills that demonstrate an ability to develop innovative and flexible consumer directed care options and new program developments to meet consumer need.

## Scope

<b>Budget:</b>	Nil
<b>People:</b>	Volunteers

## Relationships

<b>Internal:</b>	<ul style="list-style-type: none"><li>• All aged care and administration staff</li><li>• All support and foundation staff</li></ul>
<b>External</b>	<ul style="list-style-type: none"><li>• Consumers</li><li>• Volunteers</li><li>• Local community providers / partners</li><li>• Government funding bodies</li></ul>

## Key responsibility areas

## Leadership and Teamwork

- Deliver high quality customer service by leading and developing a team of staff and/or volunteers to provide a flexible model of service delivery; while meeting relevant performance and outcome indicators and achieving excellent consumer outcomes
- Lead your team by example; being yourself a respectful, professional, constructive and collaborative team member, who demonstrates flexibility to work across all areas as and when required
- Have the capacity to communicate effectively, in a range of mediums and a variety of settings, working toward best outcomes for consumers
- Demonstrate an ability to work effectively in a changing environment while supporting change within the team
- Demonstrate an innovative approach when responding to consumer choice and decision making
- Actively participate in Uniting's staff and volunteer management processes, such as supervision, coaching, constructive feedback, assistance with task prioritization, team meetings, performance reviews and professional development opportunities
- Promote a healthy work place culture, including the development of productive working relationships and a positive work-life balance

## Service Delivery

- Manage the day to day operations of your team, ensuring all aspects of service delivery are undertaken
- Identify opportunities for improvement and work with the leadership team to implement positive, innovative and creative change; whilst encouraging this in others
- Ensure individualized support plans reflect the principals of wellness, rabblement and consumer choice
- Ensure consumer and volunteer reviews are completed in a timely manner
- Develop and maintain strong working relationships with consumers, carers, volunteers, staff, key stakeholders and internal and external networks
- 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
- 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 the capacity to provide a high standard of reporting to key stakeholders as requested
- Maintain accurate and timely records in consumer/volunteer management systems
- Demonstrate excellent time management skills

## Communication

- Demonstrate highly developed verbal and written communication skills, with a strong attention to detail
- Actively listen and respond to consumer, carers and volunteers with respect and professionalism
- Demonstrate the ability to work sensitively with individuals and maintain privacy and confidentiality

## Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant
- Ensure appropriate use of resources
- Work collaboratively with Uniting (Victoria Tasmania) employees, founding agency employees and external stakeholders in accordance with Uniting's values and professional standards of behavior
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required)

## Position description



- 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 in alignment with Uniting's policies and procedures
- Attend mandatory training sessions (i.e. equal employment opportunity, health and safety) and mandatory training specific to position

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### Person specification

- Essential Qualifications**
- Relevant tertiary qualifications in Social Work, Welfare, Community Services or equivalent
  - Current Victorian Drivers Licence
  - Satisfactory police records check (repeated every 3 years) and international police check as required
  - Current Working with Children's check

- Experience**
- Volunteer management
  - Assessment and support planning; actively reflecting consumer choice and demonstrating the principles of wellness and reablement
  - Minimum of one year in people leadership; ideally with community Aged Care experience
  - Experience working in Aged Care or Disability and an understanding of Aged Care Quality Standards
  - Strong computer skills
  - Working within a changing environment and ability to adjust quickly to new processes
  - Demonstrated planning, organizational skills and attention to detail

### Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values
- **Leadership:** ability to be flexible, innovative and proactive; leading by example to build a positive, collaborative and effective work environment
- **Professionalism:** maintain relationships with staff, consumers, volunteers and key stakeholders that are respectful, inclusive and collaborative; meet program performance indicators and targets; support the organisation to embed values and deliver on strategic goals
- **Cultural Awareness:** understand the importance of diversity and embed this within your team; advocate for a diverse and culturally rich work place; foster inclusive practice
- **Consumer Focus:** prioritise the needs of the consumer, embed contemporary consumer focused practice and seek innovative and creative ways to provide consumer choice

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### 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.**

#### Employee

#### Manager

Name:

Signature:

# Position description



Date: