Position Description
As At 01-Jul-2019

Position Title: Community Care Team Leader
Position Code: 1055
Department: Community Wellbeing
Business Unit: Community & Recreation
Work Group: Aged & Community Care
Position Classification: Band 7
Effective Date: July 2019

This position description is an enabling document intended to authorise the general performance of a range of duties to achieve the Position Objectives. Performance measures will be established and monitored through a personal action plan that will be developed in conjunction with the employee and manager.

1.0 Position Objectives

1.1 To provide leadership, direction and support to the Community Care team through ensuring efficient and effective delivery of Community Care programs and services.

1.2 Be responsible for the day to day operations for a broad range of direct service delivery functions of the Community Care team.

2.0 Key Responsibilities

2.1 Manage the service delivery operations of the Commonwealth Home Support Program (CHSP), Home and Community Care Program for Younger People (HACC PYP), Veteran’s Home Care and brokered service provision.

2.2 Implement continuous improvement processes of operational guidelines, procedures and practices to ensure compliance with the Aged Care Quality Standards, Council’s strategic plans and Work, Health and Safety and relevant legislation.

2.3 Coordinate staff recruitment and training requirements to ensure staff skills are matched appropriately to meet the requirements of consumers and carers.

2.4 Proactively manage, lead and develop staff, provide feedback and conduct performance evaluations.

2.5 Maintain appropriate records, accurate data and complete all internal and external reports within required timelines to ensure compliance with relevant bodies.

2.6 Identify and develop initiatives, and make recommendations to management on issues that may affect the organisation’s operations.

2.7 Maintain and monitor staff rostering and contractor tasks to ensure adequate resources meet service demands.

2.8 Utilise a wellness and reablement approach to ensure the delivery of services in a consumer directed model that focuses on the consumer’s goals and strengths and supports the maintenance or restoration of the consumer’s independence.

3.0 Core Physical Requirements

3.1 Capacity to undertake office based activities including sitting at a desk and using a computer for extended periods.

3.2 Capacity to, on occasion, lift items unspecified in weight within individual limits.
Position Description

As At 01-Jul-2019

**Position Title:** Community Care Team Leader

**Position Code:** 1055

3.3 Capacity to drive a motor vehicle.

4.0 Accountability and Extent of Authority

4.1 Accountable for providing advice to staff and other service professionals to achieve specific client outcomes.

4.2 Accountable for the overall efficiency and effectiveness of the team including effective supervision, performance management, Occupational Health & Safety and staff development.

4.3 Accountable for monitoring standards of services provided so that staff performance, training and mentoring requirements are adequately monitored and communicated, resulting in job satisfaction and retention of staff.

4.4 Accountable for recommending the purchase of goods and services up to the delegated level of authority and ensuring budget is maintained within budgetary constraints.

5.0 Judgement and Decision Making

5.1 Required to make decisions based on knowledge and experience that ensure problems and issues related to the position are promptly remedied or reported to appropriate persons.

5.2 Ability to respond to all general inquiries in a professional manner and re-direct more specific inquiries as appropriate.

5.3 Exercise initiative and creativity in solving complex problems relating to service provision and apply solutions through decision making and leadership.

5.4 Ability to advocate appropriately on behalf of the Community Care team to ensure service responsiveness to the needs of the client group.

5.5 Use sound staff co-ordination and problem solving skills to develop a solution based focus in dealing with issues.

5.6 Ability to identify gaps in existing service structures and make recommendations to the Aged and Community Care Coordinator.

6.0 Knowledge and Skills

6.1 Specialist Knowledge and Skills

6.1.1 Demonstrated knowledge and experience of state and commonwealth funded home support services.

6.1.2 Knowledge of the generic and specialist service systems involved with the target population including aged services, disability services, acute health, community health etc.

6.1.3 Understanding of issues and concerns relating to older people, people who need assistance with daily activities, their carers and families.

6.1.4 Sound knowledge and understanding of the directions of Local, State and Federal governments and relevant authorities and agencies, and their impact on the development and delivery of community service systems.

6.1.5 Well developed computer skills, particularly in Microsoft Office and Outlook, Xpedite (or other consumer information management system), Data Exchange, My Aged Care and general office based equipment.

6.2 Management Skills
Position Description
As At 01-Jul-2019

**Position Title:** Community Care Team Leader
**Position Code:** 1055

6.2.1 Ability to effectively lead, supervise, mentor, coach and develop staff and encourage ongoing staff learning and development.

6.2.2 Ability to constantly identify continuous improvement opportunities and ways to innovate and encourage others to do the same.

6.2.3 Ability to work unsupervised and manage, plan and organise one’s own work and that of the staff under direct supervision to achieve identified objectives.

6.2.4 Ability to provide staff with professional and task supervision and advice in the delivery of service.

### 6.3 Interpersonal Skills

6.3.1 Experience in working effectively and managing relationships with a diverse range of team members, Council staff, consumers, carers, service providers / partners, volunteers and the general public.

6.3.2 Developed negotiation skills to discuss and resolve issues relating to staff, consumers, carers and service providers.

6.3.3 Developed communication skills both verbal and written and the ability to actively listen and provide empathic response.

6.3.4 Ability to be adaptable, open to new ideas, recognise the merits of different opinions and act accordingly.

### 7.0 Qualifications and Experience

7.1 Certificate IV in Ageing Support / Community Services (or equivalent) and relevant working experience.

7.2 Demonstrated experience and knowledge of the Commonwealth Home Support Program and Home and Community Care Program for Younger People.

7.3 Demonstrated experience (5 years+) in the supervision, support and performance monitoring of staff within the aged and community care sector.

7.4 Strong awareness and understanding of Work, Health and Safety.

7.5 Proficiency using consumer/data systems and computer applications including Microsoft Office and Outlook, Xpedite (or other consumer information management system), Data Exchange, My Aged Care and general office based equipment.

7.6 An understanding of the Aged Care Quality Standards.

7.7 Experience working with participants, families and relevant stakeholders to facilitate services that enables enhanced community access and quality of life in participants.

### 8.0 Key Selection Criteria

8.1 Certificate IV in Ageing Support / Community Services (or equivalent) and relevant working experience.

8.2 Demonstrated experience and knowledge of the Commonwealth Home Support Program and Home and Community Care Program for Younger People.

8.3 Demonstrated experience (5 years+) in the supervision, support and performance monitoring of staff within the aged and community care sector.

8.4 Strong awareness and understanding of Work, Health and Safety.

8.5 Sound communication, negotiation and issue resolution skills.
Position Description  
As At 01-Jul-2019

<table>
<thead>
<tr>
<th>Position Title:</th>
<th>Community Care Team Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Position Code:</td>
<td>1055</td>
</tr>
</tbody>
</table>

| 8.6 | Proficiency using consumer/data systems and computer applications including Microsoft Office and Outlook, Xpedite (or other consumer information management system), Data Exchange, My Aged Care and general office based equipment. |
| 8.7 | A current satisfactory national police record check and a Commonwealth Statutory Declaration for persons who have been a citizen or permanent resident of a country other than Australia after turning 16. |
| 8.8 | A current driver licence. |

### 9. Authorisation

Authorised by: Director - Community Wellbeing

<table>
<thead>
<tr>
<th>Date:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Employee’s Signature:</td>
<td></td>
</tr>
<tr>
<td>Date:</td>
<td></td>
</tr>
</tbody>
</table>