

Team Leader – Home & Community Services

POSITION DETAILS:

Position Title:	Regional Team Leader	Reports To:	Deputy Executive of Integrated Services
Department/Division:	Home & Community Services	Direct Reports:	Schedulers, Admin Staff, Case Manager/Support Co-ordinators, Support Workers

POSITION SUMMARY:

To provide procedural oversight, performance assessments and support to team members. To provide support to Deputy Executive of Integrated Services for Home Care and Community Services. Foster a sense of community and inclusion in team and adhere to policy and procedures and the Aged Care Quality Standards.

KEY RESPONSIBILITIES:

Leadership Responsibilities

- Promote the philosophy and mission statements of Southern Cross Care (Tas) Inc and the Aged Care Quality Standards as a frameworks for the provision of consumer care of the highest standard.
- Assist in developing and maintaining a happy and cohesive Home and Community Care Team committed to promoting self autonomy and dignity for all consumers.
- Responsible for the effective management and utilisation of physical, financial and human resources to achieve the best outcomes for Home and Community Care Consumers.
- To be on call as required
- Empathy and understanding of the needs, rights and responsibilities of Southern Cross Care (Tas) Inc clients, families, staff and subcontracted parties.
- Support the Deputy Executive Manager of Integrated Services in championing growth outcomes for the Home and Community Care business.
- Source and build relationships with prospective clients to expand business opportunities and grow market share.
- Ensure that respect, sensitivity and cultural awareness are evident in interpersonal relationships between staff and clients.
- Ensure the cultural differences, spiritual beliefs, cultural practices and lifestyle choices of consumers, families and staff are respected.
- Promote a high level of client satisfaction through strong relationships and a focus on highest quality care to create an outstanding brand reputation.
- Positively promote SCC internally and externally.
- Conduct performance reviews in accordance with policies and procedures.
- New initiative/Projects management

Quality and Risk

- Embed continuous improvement systems and ensuring compliance with State and Federal regulations, contractual obligations, Aged Care Quality Standards and accreditation.
- Implement Open Disclosure Frameworks practice, incident management practice and SIRS compliance
- Support the Deputy Executive of Integrated Services with the production of mandatory reporting compliance
- Participate and support Home Care with Commission visits, Quality Reporting and/or other regulatory body visits as needed
- Effective communication of feedback and management of complaints

Financial Management

- Monitor and report on relevant Key Performance Indicators for H&CS. Support the team to work towards achievement of the key performance indicators.

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- Monitor and manage CHSP funding/consumer balance and ensure all contract types are managed appropriately.
- Monitor package budgets and ensure conformance in line with the Home Care Packages Program Operational Manual rules.
- Monitor and ensure appropriate management of support worker contracted hours.

Accountabilities

- To demonstrate consideration, understanding and respect for clients and their families at all times in all interactions.
- Ensure personal and team contribution, support overall team effectiveness by demonstrating a high level of commitment and efficient follow through of any tasks until completion or as otherwise agreed
- Monitor and report performance against KPIs and take corrective action as required.
- Consult and collaborate with team leaders and managers to ensure consistency in approach to consumer care.
- Provide a safe working environment within area of responsibility, actively participating in and supporting a 'safety first' business culture.
- Ensure compliance with Statutory and Regulatory requirements, and our policies, processes, and procedures.
- Emulate and encourage others to adhere to, our values in all work-related activities.
- Safeguarding Elderly and Vulnerable People

Professional Conduct and Development Aspire to achieve a standard of excellence by:

- Ensuring work practices, behaviour and interactions and consistent with the mission and philosophy of Southern Cross Care (Tas) Inc
- Displaying respect, empathy and understanding towards clients and their families at all times
- Organising time and workload to maximise productivity and service delivery within a specified time frame
- Ensuring continual personal self and professional development to maintain current workplace best practice knowledge and skills
- Attending relevant education and training programs
- Actively participating in the performance appraisal process

SELECTION CRITERIA:

Essential:

- Experience working In the Aged Care Sector.
- Contemporary and In-depth knowledge of the Aged Care Quality Standards
- Knowledge of Home Care Packages and community funded programs.
- Excellent written and verbal communication skills with the ability to build relationships and influence for positive outcomes.
- OH&S and Continuous Improvement.
- Excellent leadership and team building skills

Highly Regarded:

- Certificate IV in Community Services or similar
- Certificate IV in Leadership and Management
- Enrolled or Registered Nurse

Personal Attributes:

- High ethical standard, is trustworthy and confidential
- Works well individually and as a team member
- Has consideration and respect for others and their views
- Adapts to changing environments and demands with resilience
- Enthusiastic, energetic and projects a positive image
- Good attention to detail, efficiency and effectiveness

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- Display a positive “can do” attitude

WORK HEALTH AND SAFETY REQUIREMENTS/CONTINUOUS IMPROVEMENT

- Adhering to Southern Cross Care Workplace Health and Safety Policy and Procedures
- Working in a responsible manner and encouraging others to do so to ensure the safety of oneself, other staff members, clients and visitors to Southern Cross Care Facilities.
- Implementing correct fire, emergency and safety procedures, and attending prescribed training as required.
- Perform all tasks in accordance with SCC established procedures.
- Reporting, and documenting incidents, risks and hazards in a timely manner in accordance with SCC policy and procedures
- Reporting maintenance and repair requirements using approved SCC procedures
- Using all equipment and supplies appropriately to complete duties to minimise wastage and/or abuse.

AUTHORISATION:

Manager Signature:		Date:	
Employee Signature:		Date:	