

POSITION DESCRIPTION



Position: Team Leader (Home Care)

Position Classification Level: Social and Community Services Employee Level 5 (as per Northside Enterprise Agreement)

Reports to: Director (Aged Care)

POSITION OBJECTIVE

To adeptly manage Home Care Package services, ensuring comprehensive and individualised client care that meets Aged Care Quality Standards. This role aims to foster service excellence, ensure compliance, streamline processes through technology, and drive collaborative efforts for continuous service improvement.

KEY RESPONSIBILITIES AND DUTIES

- **Client and Service Management:**
 - Oversee the complete care journey of Home Care Package clients, from conducting initial assessments to managing the full scope of ongoing service delivery, ensuring each client's care plan is tailored to their individual needs and goals.
 - Provide professional guidance to team members, ensuring their growth aligns with the demands of Home Care Package (HCP) client services.
- **Quality Assurance:**
 - Uphold Aged Care Quality Standards by regularly monitoring service delivery and conducting assessments to ensure quality.
 - Execute audits specifically tailored to Home Care Packages, using outcomes to refine client care and improve service standards.
- **Reporting and Compliance:**
 - Prepare detailed reports on Home Care Package service delivery, identifying areas for enhancement and ensuring adherence to regulatory requirements.
 - Stay updated with the latest Home Care Package requirements and legislative demands to ensure compliance across all aspects of service delivery.
- **Service Provision:**
 - Step in to provide direct service delivery when required, maintaining a hands-on approach to care.
- **Project Handling:**
 - Lead and manage projects aimed at the development and improvement of Home Care Package services, ensuring alignment with client needs and organisational goals.
 - Oversee programme budgets, ensuring fiscal responsibility in the execution of Home Care projects.
- **Technology Use:**

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- Ensure effective use of technology in Home Care Package services for efficient record-keeping, reporting, and service delivery enhancement.
- **Additional Duties**
 - Collaborate with fellow Team Leaders and the Director of Aged Care to ensure cohesive and high-quality service delivery across the program.
 - Consult with the Director of Aged Care to make informed decisions regarding the Home Care services and community engagement strategies.
 - Undertake other duties as needed, such as supporting other Northside offices and centres with various tasks.
 - Uphold principles of equity and anti-discrimination in the workplace and adhere to organisational and legislative Health, Safety, and Environment requirements.

ESSENTIAL SKILLS, KNOWLEDGE AND EXPERIENCE

1. In-depth knowledge of the organisation's aged care offerings and the related policies.
2. Proven aptitude in leading aged care teams, setting clear objectives, and enhancing staff skills.
3. Detailed understanding of aged care delivery, with a focus on complex care scenarios.
4. Skilled in creating in-depth service reports and adhering to aged care regulations and standards.
5. Experience in managing aged care projects and maintaining budget control.
6. Proficient with technology that supports efficient aged care management and reporting.
7. Track record of organising community initiatives in aged care and upholding organisational reputation.
8. Flexible and decisive in responding to the evolving aged care sector's demands.

QUALIFICATIONS AND/OR TRAINING

- Relevant degree in Nursing, Occupational Therapy, Psychology or related fields, with experience in aged care or home support.
- Associate Diploma in a related field with significant experience in home support or case management.
- Full time access to a comprehensively insured car.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

- Must have a reliable, fully insured car and a mobile phone.
- Role involves driving to client locations.
- Use of personal vehicle required for delivering services.
- Current First Aid certificate, or readiness to obtain one.
- Will involve frequent lifting and manual tasks.
- Availability for evening, weekend, and public holiday work.
- Assisting clients with showering, drying, and dressing.
- Meal preparation for clients.
- Bed-making, typically non-adjustable beds.
- Assisting with sponge baths for bed-bound clients, occasionally requiring lifting and positioning, done with another staff member's help.

GENERAL EMPLOYMENT INFORMATION

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Northside Community Service is a child-safe organisation. We actively promote the safety and wellbeing of children and all Northside staff are committed to protecting children from abuse or harm.

Northside Community Service is an Equal Opportunity Employer. We value diversity and are committed to workforce diversity and equal opportunity. We recognise that the provision of supportive, safe and harassment free workplace is essential to high performance and promote flexible work, diversity and safety.

All Northside staff and volunteers are required to:

- Act at all times in accordance with the Code of Conduct and all relevant policies and procedures
- Comply with the work health and safety policy & procedure
- Undertake a national police check prior to commencement and every 3 years thereafter
- Undertake screening for suitability to work with children, youth and vulnerable people
- Comply with the National Principles for Child Safe Organisations, the Reportable Conduct Scheme for the ACT and other relevant legislative requirements

SIGNATURE

Employee signature below indicates the employee's understanding and acceptance of this position description.

Employee Name		Date	
Employee Signature			