

POSITION DESCRIPTION



Position: Team Leader (Intake and Operations)

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

Reports to: Director (Aged Care)

POSITION OBJECTIVE

To proficiently oversee the intake and operations for Aged Care services, ensuring a seamless and accurate initiation of care for clients. This role is dedicated to maintaining robust rostering systems, up-to-date client management, and compliance with Aged Care regulations. The objective is to enhance service efficiency through technology, uphold service excellence, and collaborate across departments to continually elevate the standard of care.

KEY RESPONSIBILITIES AND DUTIES

- **Intake Process Management:**
 - Supervise the entire client intake process, ensuring an efficient and precise start to Aged Care services, tailoring processes to meet individual client needs.
 - Provide professional development for team members to align their skills with the nuances of Aged Care intake procedures.
- **Rostering:**
 - Lead the creation and management of staff rosters to ensure operational demands are met and service delivery remains uninterrupted.
- **Client Management System:**
 - Lead the maintenance of Client Management System, updating client records to ensure accurate tracking and facilitate quality assurance.
 - Regularly review and audit the client management system to uphold Northside's record management practices.
 - Regularly review and audit the intake and operational systems to uphold Aged Care Quality Standards.
- **Reporting and Compliance:**
 - Generate accurate reports detailing the efficiency and effectiveness of the intake process and operational activities, recommending process improvements.
 - Keep up-to-date and comply with all relevant Aged Care legislation.
- **Service Provision:**
 - Step in to provide direct service delivery when required, maintaining a hands-on approach to care.
- **Project Handling:**

Reviewed by Human Resources

Review Date 9/11/2023

- Lead projects aimed at enhancing the efficiency of the intake process and overall operational services within the Aged Care sector, managing budgets responsibly.
- **Technology Use:**
 - Implement and guide the use of technological solutions to streamline the intake process and improve operational efficiency in Aged Care services.
- **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

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.

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|--------------------|--|------|--|
| Employee Name | | Date | |
| Employee Signature | | | |