

# POSITION DESCRIPTION

<b>Position Title:</b>	<b>Community Care Team Leader</b>
<b>Reporting to:</b>	Wellbeing Coordinator
<b>Status:</b>	Permanent or Fixed Term, Full Time
<b>Salary:</b>	Level 5
<b>Award Conditions:</b>	Local Government Industry Award 2020
<b>Location:</b>	Various

## POSITION STATEMENT

The Community Care Team Leader is responsible for the delivery of a range of Community Care Services including providing leadership and support to Community Care staff to ensure services are compliant with National Service Standards and Service Agreements.

## ACCOUNTABILITIES & RESPONSIBILITIES

<b>Operational Team Management</b>	<ul style="list-style-type: none"> <li>• Ensure high quality care is delivered to clients by:             <ul style="list-style-type: none"> <li>○ monitoring individual care plans with clients and staff as required;</li> <li>○ monitoring the kitchen on a daily basis to ensure:                 <ul style="list-style-type: none"> <li>▪ healthy menus are consistently prepared;</li> <li>▪ meals are prepared and delivered to care recipients;</li> <li>▪ supplies are ordered and stored appropriately;</li> <li>▪ high levels of cleanliness and hygiene are being maintained;</li> <li>▪ staffing levels are appropriate; and</li> </ul> </li> <li>○ planning and implementing activities and projects as required.</li> </ul> </li> <li>• Provide leadership, support and direction to staff by:             <ul style="list-style-type: none"> <li>○ ensuring effective work practices are followed that are in line with established policies, procedures and guidelines;</li> <li>○ implementing a continuous improvement process to ensure Council is compliant with National Service Standards and Service Agreements; and</li> <li>○ developing goals and training plans with individual staff.</li> </ul> </li> <li>• In consultation with the Wellbeing Co-ordinator develop, monitor and review the budget on a regular basis.</li> <li>• Ensure all relevant information is accurately recorded and reported within required timeframes.</li> <li>• Maintain ongoing service relationships with all relevant stakeholders and visiting external providers.</li> <li>• Participate in arranged training and skills development to meet Community Care requirements.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>• Oversee the performance of your team and complete performance reviews and training/development plans to ensure timely feedback, give appropriate recognition which reflects the contribution of staff who have the required skills and motivation to do the job.</li> </ul>



	<ul style="list-style-type: none"> <li>• Promote a team approach to problem solving and encourage innovative practice.</li> <li>• Provide effective communications that foster positive relationships at all levels across the community, external stakeholders and West Arnhem Regional Council personnel.</li> <li>• Support a collaborative culture with internal and external stakeholders, and motivate team members by inculcating a dynamic working environment that nurtures innovation.</li> </ul>
<b>Policies and Procedures</b>	<ul style="list-style-type: none"> <li>• Monitor, direct and ensure all Local Government services and programs are conducted in accordance with statutory requirements, WARC policies and procedures, budgets and funding guidelines and best practices.</li> <li>• Comply with all relevant legislation and regulations.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>• Within your area of responsibility, ensure compliance with work health and safety legislation and Council's work health and safety policies and procedures.</li> <li>• Contribute to organisational continuous quality improvement and internal reporting to the Administration Co-ordinator.</li> <li>• Take reasonable care to protect the health and safety of staff and others.</li> <li>• Actively participate in safety improvement activities.</li> </ul>
<b>General Responsibilities</b>	<ul style="list-style-type: none"> <li>• Comply with the West Arnhem Regional Council 'Code of Conduct' and all other policies and procedures adopted by the West Arnhem Regional Council as varied from time to time.</li> <li>• Responsible for purchasing goods and services in accordance with purchasing guidelines and delegated financial limits.</li> <li>• Other duties, consistent with skills and experience, as directed by the Wellbeing Coordinator.</li> </ul>

## SELECTION CRITERIA

<b>Essential</b>	<ul style="list-style-type: none"> <li>• Well-developed organisational and administrative skills including proficient computing skills to input and maintain data, generate standard reports and prepare documents and spreadsheets.</li> <li>• Basic budgeting and financial management skills.</li> <li>• Strong oral and written skills to communicate effectively with a diverse range of people.</li> <li>• Ability to communicate with clients across different language and ethnic groups.</li> <li>• Experience in leading or supervising a team.</li> <li>• Experience in working with the special needs of aged and disabled community, and working in a remote Indigenous community.</li> <li>• Knowledge of services delivered through the Community Care programs.</li> <li>• Sound working knowledge and understanding of Work Health and Safety in the workplace.</li> <li>• Current Senior First Aid Certificate.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Certificate IV Disability or Ageing</li> <li>• Experience in safe food handling (or willingness to obtain).</li> <li>• Good understanding of Work Health and Safety in the workplace.</li> <li>• Current Northern Territory Driver's Licence (ability to drive a manual).</li> <li>• National Criminal History Check clearance.</li> <li>• Current Working with Children/Ochre Card.</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Knowledge of continuous quality improvement systems and processes in community care.</li> <li>• Ability to contribute to continuous improvement processes.</li> </ul>

## YOUR SPHERE OF INFLUENCE AND KEY RELATIONSHIPS

**This position manages a specialist unit.**

Freedom to act is governed by broad goals, policies, legislation and budgets with periodical reviews to ensure achievement of goals.

Decisions and actions have an effect on the operational unit and the wider organisation.

When developing policy options and strategic plans, freedom to act is determined by the Chief Operating Officer.

The advice provided is relied upon for guidance and justification for adopting particular policies and procedures, where the impact may be substantial.

### **Reports to**

Wellbeing Coordinator

### **Internal**

Community Care Senior Officer  
Community Care Officer  
Community Care Assistant  
Council Services Manager  
Child Care Centre Staff  
People & Learning Team  
All Staff

### **External**

Government & Non-Government providers  
Home and Community Care Recipients  
Aged Care Recipients  
Government representatives  
Department of Health & Ageing Assessment Team  
Community Members  
Health Clinic  
DBMAS

