

Aged and Disability Team Leader

Responsible to: Manager, Aged and Disability Services

Responsible for: Leading a team of staff dedicated to delivering quality Aged and Disability program activities

Description of hours: This is a full-time position – 38 hours per week

Purpose of the position

This role is responsible for coordinating the delivery of a diverse range of individual and group programs for older people. The Team Leader will have strong leadership skills, ensuring staff maintain a focus on consumer directed support aligned to personal goals and service delivery objectives. You will have the skills to lead your team to be accountable, respectful and to work successfully together delivering service excellence.

The Team Leader will be highly motivated, with excellent organisational and problem-solving skills who is committed to the provision of quality care, continuous improvement, and also has the capacity to work independently and as part of a team. You will be able to build strong, positive relationships with our consumers and have exceptional interpersonal and communication skills particularly when working with clients from CALD backgrounds

Mandatory Qualifications

- Relevant tertiary qualifications in Social Sciences (or equivalent)

Essential Criteria

- Experience in planning and coordinating Aged Care services
- Sound knowledge and understanding of the Wellness and Reablement Approach
- Demonstrated leadership qualities, and the ability to manage, coach and develop teams and individuals
- Strong knowledge, understanding and engagement skills working with diverse communities.
- Demonstrated skills and knowledge of the Consumer Directed Care, Model of service delivery
- Excellent communication skills – verbal and written.
- Good negotiation and conflict resolution skills
- Well-developed time management and problem-solving skills.

Highly Desirable

- At least 2 years supervisory experience
- Ability to speak a second language
- Current Driver's License

Objectives:

- Deliver effective and efficient programs and services in line with funding requirements and business objectives
- Commitment to high standards of a person-centred approach to service provision, social inclusion and assessment and planning principals,
- Establish and maintain effective relationships with clients, families and stakeholder networks
- Compliance in relation to funding specifications and accountability
- Participate in activities within the program to strengthen quality service delivery
- Monitor and respond to incidents and their relevant reporting mechanisms
- Commitment to continuous improvement and ensure compliance with WHS requirements in your areas of responsibility.
- Orientation of staff, volunteers and students to ensure compliance with organisational requirements.
- Support and resource agreed activities, programs and events
- Data collection, surveys and reporting against specifications
- Develop programs which build the capacity of RCC and the local community to work together
- Participate in the planning, resourcing and conduct of Aged and Disability Service and Community Events

GENERAL MANAGEMENT:

- Monitor and report to the Manager Aged and Disability Services, issues in relation to your areas of responsibility
- Decision-making, reporting and other responsibilities within agreed delegations.
- Ensure good communication with staff, consumers and stakeholders.
- Regular communication and reporting to the Manager Aged and Disability Services
- Engage with the Aged and Disability team and other staff to create and contribute to a harmonious and effective workplace.

HR/PEOPLE MANAGEMENT

- Manage a team of staff
- Provide leadership and direction to the Support Workers to establish and maintain a culture of professionalism, teamwork, achievement and accountability
- Build the capacity of staff and volunteers through development and training
- Interact with all business streams across the Centre
- Work collaboratively as a team member
- Ensure compliance with WHS regulations and safe work practices of Riverwood Community Centre

SPECIFIC RESPONSIBILITIES

- Ensure services are delivered in an accountable, professional manner in accordance with consumer's care plan, relevant guidelines and duty of care requirements

- Participate in the planning and review process to ensure program outputs are achieved
- Provide input and complete required reports for funding bodies and internal reporting

PROFESSIONAL DEVELOPMENT

- Participate in regular supervision and development of KPIs with Manager Aged and Disability Services
- Participate in professional development where appropriate.

This list is not exhaustive; the Aged and Disability Team Leader may be asked to undertake other responsibilities at the request of the Aged and Disability Service Manager in line with the position description and the strategic direction of the organisation.

BACKGROUND CHECKS

Working with Children Check – Yes – where applicable

Police Criminal History Check – Yes