

► POSITION DESCRIPTION

POSITION TITLE:	Team Leader Community Care
DEPARTMENT:	Community & Corporate Services
UNIT:	Community Care
TENURE:	Permanent Full Time
CLASSIFICATION:	Band 5
LOCATION:	Daylesford and various other locations within the municipality
DATE APPROVED:	August 2019

Hepburn Shire Council Organisational Values

Accountability

- We will be responsible for our choices
- We will acknowledge and learn from our mistakes

Respect

- We will accept people's differences
- We will look for the best in people and value their contribution
- We will treat people with respect and dignity

Excellence

- We will perform to the best of our ability
- We will commit to learning and growing
- We will strive to achieve the organisation's long-term vision

Trust

- We will encourage creativity and innovation
- We will value everyone's contribution
- We will lead by example
- We will act honestly

Fun

- We will acknowledge and celebrate our successes
- We believe in getting involved
- We will promote a healthy sense of humour

POSITION OBJECTIVES

- To ensure the delivery of high quality, flexible, reliable and efficient home-based services, to clients of the Community Care department
- To provide supervision, support and guidance to Community Care Support Workers

KEY RESPONSIBILITY AND DUTIES

- Lead, supervise, support and provide direction to the Community Care Support Workers in their daily roles to ensure best practice is followed and compliant with required policies and procedures.
- Recruit, and provide induction/orientation for Community Care Support Workers
- Complete staff appraisals as part of the Performance Excellence Program
- Manage and report any staff concerns/performance issues, training needs, staffing levels to Coordinator Service Delivery
- Input on HACCPAC, information relating to clients that require rostering.
- Prepare Community Care Support Worker rosters.
- Ensure that Community Care Support Workers are provided with a 'balanced roster' in accordance with Council Policy and the Community Care Specific Work Area agreement.
- Coordinate and implement roster changes with Community Care Support Workers and clients daily or as required.
- Maintain electronic rosters on a daily or as required basis.
- Brief Community Care Support Workers in relation to client care plans and direct service provision.
- Liaise with clients, Contract Service Providers and Community Care Support Workers regarding rostered times of service.
- Report any concerns or changes to client care, to the appropriate contact as required.
- Work in collaboration with the Activity Group coordinator with staff backfill requirements.
- Participate in the On-Call roster, which provides support for Community Care Support Workers and Contract Agencies during after-hours periods, weekends, public holidays and Christmas/New Year shut down period.
- Ensure effective communication with Community Care Support Workers including the coordination of meetings, trainings and wellness activities
- Review and approve weekly Community Care Support Worker payroll reports
- Manage planned and unplanned leave requirements of Community Care Support Workers

Occupational Health & Safety

- Follow safe work practices, procedures, instructions and rules always.
- Perform all duties in a manner that ensure personal health and safety, and that of others in the workplace and the general public.
- Regularly inspect own immediate work environment and report all hazards or incidents that can cause harm or that represent a threat to public safety.
- Ensure compliance with the provisions of the Occupational Health and Safety Act and Regulations at all times.

Risk Management

- Ensure Council's Risk Management policy, program and the application of sound risk management practices within the workplace and community are observed and complied with at all times.
- Minimize damage or loss of property in your control and report any damage, loss or exposures observed.

Emergency Management

- Assist with response / recovery arrangements in accordance with Council's Municipal Recovery Plan.

Other Duties

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the relevant Award and/or the Hepburn Shire Council Enterprise Agreement.

ORGANISATIONAL RELATIONSHIP

Reports to:	Coordinator Service Delivery
Supervises:	Community Care Support Workers
Internal liaisons:	Chief Executive Officer Director Corporate & Community Services Manager Community Care All Community Services Department Staff All other Council Staff Members
External liaisons:	Clients General Public Service suppliers Contract Services Agencies Medical Practitioners Hospitals Community Based Services VADA Computing

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- This position is responsible for the supervision and training of staff and the control of resources within clearly defined objectives. The incumbent will be expected to accept responsibility and accountable for performance.
- The position will provide advice to clients and staff of the Community Care department and the relevant support and information services.
- Ensure that any decisions made are in accordance with any delegated authority.

JUDGEMENT AND DECISION MAKING

- The position is well defined, and guidance will be available within a reasonable timeframe. The incumbent must have the ability to analyse problems and difficult situations and seek solutions that accurately address the issue within resource constraints
- Decisions are required when allocating Community Care Support Worker's to specific clients to ensure compatibility and appropriate skill levels.
- Decisions are required when ensuring that minimum hours and balanced rosters are provided to all part time Community Care Support Workers.
- Personal judgement is required when set procedures and standards are unable to be applied, in relation to rostering of clients and responding to Community Care Support Workers client queries.
- Use initiative in unusual or emergency situations when consultation is not available.
- Personal judgement and decisions are required to determine the issues raised with the appropriate contacts relating to client care issues, service provision and administrative issues.
- The occupant is required to make decisions in accordance with the level of delegated authority provided.
- Guidance and advice is usually available within time to make a decision.

SPECIALIST KNOWLEDGE AND SKILLS

- Sound knowledge and understanding of the Community Care program, standards and guidelines, including Commonwealth Home Support Program (CHSP) and Victorian Home and Community Care Program for Younger Persons (VicHACCPYP), Council Policies and Procedures.
- Knowledge of Primary Care service system for frail older people and people with disabilities.
- Ability to roster, monitor and implement administrative procedures / requirements.
- This position will supervise compliance with Council's Human Resources, Equal Opportunity and Occupation and Health & Safety and other related polices specifically related to in-home service provision.

MANAGEMENT SKILLS

- Ability to work independently and efficiently within set guidelines including demonstrated time management, priority setting and organisation of the administrative requirements, including rostering and leave arrangements.
- Anticipation of peak demands on the services and ability to adapt to the consequent pressures.
- The ability to predict and forward plan required staffing levels within allocated resources.
- Provide supervision and guidance to Community Care Support Workers regarding Community Services safe work procedures, and other relevant Council procedures.

INTERPERSONAL SKILLS

- Excellent verbal and written communication skills.
- Responsiveness, empathy, sensitive and respectful attitude to people and good observation and listening skills.
- Ability to gain co-operation from staff and clients
- Ability to convey concerns in an objective, customer/client focused and professional manner.
- Ability to work co-operatively and as a reliable member of the Community Services Team.

QUALIFICATIONS AND EXPERIENCE

- Minimum Cert IV Community Services Qualification (desirable)
- Well-developed computer skills
- Demonstrated experience in relation to Community Care Administration (or similar) including rostering, maintaining client information and Office systems.
- Excellent verbal and written communication skills.
- Knowledge, understanding and application of OH&S / Risk Management, specifically related to in-home service provision.
- Knowledge of confidentiality and privacy requirements.
- Ability to relate to people and communicate in a sensitive and professional manner.
- Current Victorian Driver's Licence.

VARIATION TO CONDITIONS OF EMPLOYMENT

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms and Conditions of Employment.

► POSITION DESCRIPTION

Adherence to all Hepburn Shire Council's policies and procedures including but not limited to:

- Code of Conduct
- Acceptance of Gifts and Hospitality
- Information and Privacy
- Equal Opportunity
- Counselling and Discipline
- Protected disclosures

KEY SELECTION CRITERIA

Selection will be based on the following Selection Criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the Position Description

- Qualification in Community Services (Desirable).
- Demonstrated experience in staff supervision.
- Well-developed computer skills in packages such as HACCPAC and Microsoft Office.
- Demonstrated experience in relation to community care administration including rostering maintaining client information and office systems (or similar).
- Knowledge, understanding and application of OH&S / Risk Management, specifically related to in-home service provision.
- Ability to demonstrate and display the Hepburn Shire Council Values - Accountability, Respect, Excellence, Trust and Fun.

The following signatures are required to indicate understanding, agreement and approval of the position description. This position description is current at the date of issue and is subject to review at least annually, in consultation with the employee.

AUTHORISATIONS

CEO: Evan King _____ Signed _____ Date __/__/__	Director Community & Corporate Services: Bradley Thomas Signed _____ Date __/__/__
Manager People & Culture: Vivienne Green Signed _____ Date __/__/__	Employee Name _____ Signed _____ Date __/__/__

CONDITIONS OF EMPLOYMENT:

Employment conditions for all employees are in accordance with the relevant award, employment contract or industrial agreement. Currently the awards pertaining to Hepburn Shire Council employees are:

- Hepburn Shire Council Enterprise Agreement (#8) 2017 (Agreement ID AG2017/1883)
- National Training Wage Award 2000

Arrangements specific to your employment and work place will be explained to you during the recruitment process. For further details, copies of Awards and Agreements can be downloaded from Fair Work Australia www.fwa.gov.au.

You will be responsible for the duties as outlined in this position description and any such duties, which could be reasonably asked of a person in this position, as designated to you by your supervisor.

APPLICATION PROCESS

The selection process has been designed to ensure that all eligible applicants have an equal opportunity to demonstrate their skills and suitability for the position. The selection process may include skills tests or work samples where appropriate, reference checking, psychological profiling, a medical examination and police check (where appropriate).

Appointment to positions within Hepburn Shire Council is on the basis of merit.

KEY SELECTION CRITERIA

The Position Description should be read very carefully as this describes the core duties and requirements of the position and outlines the criteria used as a basis for selecting the most appropriate person for the job.

Unless specified it is mandatory to address the key selection criteria.

We recommend that rather than stating you can meet each criterion; give specific examples illustrating particular skills which will enable us to determine how you meet the criteria of the position.

MORE INFORMATION

The Contact Officer's name is stated on the Job Advertisement. If you have any queries please contact this person, so your questions can be addressed promptly. Speaking to the contact person may assist you in your decision on whether to apply for the position.

CANVASSING OF COUNCILLORS AND COUNCIL OFFICERS:

Canvassing of Councillors and Council Officers, either indirectly or directly that may influence the outcomes of this application may be deemed a disqualification.

WHERE TO SEND APPLICATIONS:

Applications can be sent to employmentapplications@hepburn.vic.gov.au or uploaded through SEEK where a role has been advertised.

Applications will be kept strictly confidential and should be addressed to -

Hepburn Shire Council –
Attention CEO Mr Evan King
(write name of position applying for)
P.O. Box 21
Daylesford VIC 3460