



# Team Leader - Support Workers

## Position Description

ALL CALVARY SERVICES

Version:2.0

|                             |  |                      |         |
|-----------------------------|--|----------------------|---------|
| <b>Position Title:</b>      | Team Leader - Support Workers  |                      |         |
| <b>Position Number:</b>     | TBC  | <b>Cost Centre:</b>  | Various |
| <b>Site/Facility:</b>       | Darwin Service Centre/Alice Springs Service Centre                       |                      |         |
| <b>Department:</b>          | Operations   |                      |         |
| <b>Enterprise Agreement</b> | Social, Community, Home Care and Disability Services Industry Award 2010 |                      |         |
| <b>Classification:</b>      | Award  |                      |         |
| <b>Reports To:</b>          | Community Engagement Coordinator – Northern Territory                    |                      |         |
| <b>Date of Preparation:</b> | 28 February 2016   | <b>Date Updated:</b> |         |

### Primary Purpose

The Team Leader, Support Workers is responsible for promoting quality client service delivery while ensuring clients receive the highest standard of care:

- Mentor the Support Workers team based out of either Darwin or Alice Springs that is suitably aligned to the values of Calvary Community Care and focused on consumer directed care
- Provide mentoring to the Support Workers collectively and individually

The Team Leader, Support Workers will play a key role in ensuring the activities and services provided by the support workers promote independence, enablement and wellness. The position will act as a role model and provide coaching, guidance, mentoring, and community based support to ensure clients receive the services they choose to live in their homes and communities.

### Organisational Environment

At LCM Health Care our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve.

Our Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.

As a stream of LCM Health Care, Calvary Community Care is a leading community care provider operating across Australia excluding QLD and WA. With more than 2,000 staff across 5 States and NT, Calvary Community Care provides a diverse range of community care services including domestic assistance, respite, personal and aged care.

### Accountabilities and Key Result Areas

#### **People and Culture:**

- Practice in accordance with Calvary and relevant Government health policies and procedures, the position description, Code of Conduct and industrial agreements.
- Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary's values of healing, hospitality, stewardship and respect.

- Undertake annual workplace assessments of Support Workers to maintain standards in accordance with policy and sector practices.
- Identify training needs for Calvary Community Care support workers.
- Monitor the delivery of quality care through workplace observations, client feedback and stakeholder information.
- Supervise and monitor the Support Worker team to meet the individual diverse and often complex needs of clients.
- Participant in the recruitment and induction process of new Support Workers.
- Work in collaboration with CSO/Care Coordinator responsible for scheduling.

**Service Development & Innovation:**

- Support induction and on boarding activities of support workers into their role and with individual clients.
- Schedule regular meetings with support workers individually and as a team
- Demonstrate the philosophy of client centred care including the provision of a responsive and flexible service.
- Work collaboratively with Care Coordinators to ensure timely and consistent service delivery.
- Attend client home visits with support workers and provide individual development through the provision of practical feedback and mentoring.
- In collaboration with the Community Engagement Coordinator provide support worker coaching to respond to identified needs of individual clients.

**Wise Stewardship**

- Attend regular team meetings and contribute towards service improvements.
- Contribute to the ongoing monitoring, review and development of quality systems.
- Utilise all tools and creative ideas to reduce duplication and ensure sound time management practices.
- Establish effective communication processes and channels with support workers and office based staff to support seamless information flow and efficient work practices.

**Community Engagement:**

- Develop and maintain positive working relationships with colleagues and management.
- Represent Calvary Community Care in a positive and responsive manner in all dealings.
- Pro-actively improve the client experience by developing a strong understanding of client needs and reporting gaps in service provision back to the Community Engagement Coordinator.

**WH&S Responsibilities:**

- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Take reasonable care of your own health and safety and the health and safety of others in the workplace;
- Advocate for support workers to ensure a safe workplace
- Participate in the review of incident data and support the implementation of action plans to provide a safe work place for all support workers
- Guidance and training to support workers linking to WHS incident reporting
- Report to the Community Engagement Coordinator any incident or unsafe conditions.

**Key Relationships**

|           |  |
|-----------|--|
| Internal: | <ul style="list-style-type: none"> <li>• Community Engagement Coordinator</li> <li>• Support Workers</li> <li>• Client Services Team Leader</li> <li>• Client Services Officer &amp; Administration</li> <li>• Case Managers (Darwin &amp; Alice Springs based)</li> <li>• Care Coordinators (Darwin &amp; Alice Springs based)</li> </ul> |
| External: | <ul style="list-style-type: none"> <li>• Clients</li> <li>• Local community networks and purchasers</li> </ul>   |

| Position Impact   |   |
|---|---|
| Direct Reports:   | <ul style="list-style-type: none"> <li>• Support Workers (Darwin / Alice Springs based)</li> </ul>  |
| Budget:   | <ul style="list-style-type: none"> <li>• NA</li> </ul>  |
| Competencies:   | <ul style="list-style-type: none"> <li>• Influencing Ability</li> <li>• Managing and Measuring Work</li> <li>• Relationship Building</li> <li>• Customer Focus</li> <li>• Coaching</li> <li>• Team Work</li> <li>• Innovative Decision Making</li> <li>• Planning and Organising</li> <li>• Results Orientation</li> <li>• Initiative</li> <li>• Self Development</li> <li>• Flexible and Adaptable</li> <li>• Composure</li> </ul> |
| Selection Criteria  |   |
| <ul style="list-style-type: none"> <li>• Commitment to the company’s philosophy of providing responsive, flexible and customer focused services</li> <li>• Commitment to the values of Little Company of Mary Health Care – hospitality, healing, stewardship &amp; respect</li> <li>• Demonstrated experience and qualifications in the aged/disability or community sector</li> <li>• Demonstrated mentoring skills including experience in motivating, developing and directing people in their role whilst supporting productive working relationships</li> <li>• Team player with the ability to develop and maintain effective high level working relationships across a diverse range of business, local/state/national government, employees and clients</li> <li>• Demonstrated ability to achieve goals within set timeframes</li> <li>• Demonstrated ability to understand reporting requirements and to comply with them</li> <li>• Demonstrated knowledge of WHS risk assessment including manual handling principles</li> <li>• Effective time management skills with the ability to prioritise tasks and meet deadlines</li> <li>• Demonstrated proficiency using the Microsoft Office Suite with the ability to learn and adapt to new systems.</li> <li>• Demonstrated clarity in verbal/written communication skills.</li> <li>• Drivers licence with vehicle</li> <li>• Flexibility in spread of hours required from time to time in order to be responsive to organisational needs</li> </ul> |   |
| Approvals   |   |
| Job Holder’s signature:   | Date:   |
| Manager’s signature:  | Date:   |