

Team Leader

Primary Purpose

The Team Leader is responsible for supporting the Care and Support team members to provide high quality care to our residents at all times, by understanding who the residents are including their identity, culture, diversity, beliefs and life experiences. The Team Leader supports the Clinical Care Coordinator and Registered Nurse to supervise and coordinate care to the residents across the home whilst actively ensuring the individual needs, wishes and goals of each resident is met within an environment where they feel supported, valued and treated with dignity and respect.

The Team Leader is part of an integrated team of people working within an established and agreed framework supporting the resident to live their best life.

Organisational Environment

Founded in 1885 by the Sisters of the Little Company of Mary, Calvary is a charitable, not-for-profit, Catholic health care organisation. Our mission is to provide quality, compassionate health care to the most vulnerable, including those reaching the end of their life. With over 18,000 staff and volunteers, we have a national network of 14 Public and Private Hospitals, 72 Residential Care and Retirement Communities and 19 Community Care service centres

Calvary continues the mission of the Sisters of the Little Company of Mary, a mission focused on caring for those who are sick, dying and in need. We express our values of hospitality, healing, stewardship and respect through “being for others” exemplified by the Spirit of Calvary and the example of Venerable Mary Potter.

As an equal opportunity employer, we value diversity and are committed to fostering a workplace that is respectful, welcoming and inclusive where people are supported to draw strengths from their identity, culture and community. We value the integral dignity of each person and we encourage applications from First Nations peoples, people living with a disability, LGBTIQ+ people, people who have come to Australia as migrants or refugees and veterans.

Approved by: National Executive Advisor Aged Care

Approved Date: 17.4.23

UNCONTROLLED WHEN PRINTED

Review Date: April 2025

Responsibilities

Excellence in Service Delivery:

- Actively involved in the provision of resident care, knowing the residents individual needs to ensure care plan needs are being met.
- Provide social and emotional support to all residents ensuring that care provision is holistic and person centred.
- Support the coordination of the care needs of residents across the home including medication management, nutrition and hydration, pressure care management
- Identify and escalate any concern with residents to the Registered Nurse or Clinical Care Coordinator.
- Assist with coordination of meal delivery and food service, including actively responding to resident requests relating to hydration and nutrition
- Provide social and emotional support to all residents ensuring that care provision is holistic and person centred.
- Lead/supervise care on the shift, within their designated wing or area.
- Perform medicine related tasks in accordance with scope of qualification, state or territory legislation, regulation and Calvary policies, procedures for delegation and supervision.
- Escalate any concerns to the Registered Nurse in regards to medication management, resident deterioration or if a resident is unable to take/refusing medication
- Attend to the personal care of residents including but not limited to daily hygiene for example showering, shaving, dressing, mouth and eye care toileting and continence management
- Attend routine urinalysis, blood pressure, temperature and pulse checks as identified in the care plan or as directed by the Registered Nurse
- Attend to simple wound dressings as required
- Ensure that Care and Support employees are meeting resident needs in accordance with care plans.
- Play an active part in ensuring that appropriate handover is given between clinical and care teams at change of shift.
- Participate in and assist with the coordination of person centred and group activities that promote quality of life for residents.
- Maintain an active relationship with residents and their families to ensure ongoing needs and expectations are met.
- Support, and maintain adequate systems are in place to manage infection prevention and control.
- Attends clinical meetings such as care reviews, medication reviews and falls prevention meetings.
- Ensure all documentation is managed confidentially and kept secure and in line with Privacy and Aged Care legislation

Approved by: National Executive Advisor Aged Care

Approved Date: 17.4.23

UNCONTROLLED WHEN PRINTED

Review Date: April 2025

- Document medicine related activities in accordance with legislation, policy and direction from the clinical teams
- Observe, monitor and report on changes in resident's behaviour, cognition and well-being and escalate concerns to the Registered Nurse
- Report any incident witnessed within RiskMan and alert/ escalate the incident to the RN
- Provide opportunity for residents and their families to make a complaint and escalate any concerns that cannot be resolved to the Registered Nurse

Excellence in Service Development:

- Working collaboratively with the Registered Nurse and Clinical Care Coordinator to ensure quality care outcomes are met across the home.
- Actively contribute to resident progress notes and ongoing care planning in conjunction with clinical teams within the home.
- Contribute to audit schedules where required.
- Document risks within the home in accordance with Calvary policy and within Calvary systems. Attends to basic records in residents file
- Escalate any concerns regarding residents to the clinical team/home management as required.
- Team leaders may be required to be involved in case conferences and care planning as part of a multidisciplinary approach with residents and families.

Wise Stewardship

- Under the direction of management will help integrate the relevant industry standards, legislation and common law requirements into work practices.
- Maintains and updates knowledge base to ensure safe practice and effective performance in the workplace.
- Understands and integrates the values and philosophy of the organisation into work practices.
- Communicate the importance of social connections for residents and ensure that staff facilitate this process.
- Ask for feedback and opportunities for continuous professional development.

People and Culture:

- Practice in accordance with Calvary and relevant Government 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.
- Promote and contribute to person-centred and resident-led care
- Participate in all training relevant to their role at Calvary and assist in training others where reasonably directed to do so.
- Assisting to orientate and train new staff to the team as requested by the Home Manager
- Provides support and supervision to care and support staff on shift

Work Health & Safety

WH&S Responsibilities:

- Take reasonable care of your own health and safety and the health and safety of others in the workplace.
- Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
- Report to your supervisor any incident or unsafe conditions which come to your attention.
- Observe any additional requirements as outline in Calvary’s WHS Responsibilities, Authority and Accountability Table
- Report all hazards, maintenance required and equipment in need of repair or service

Key Relationships

Internal:	Home Manager, Clinical Leadership team Care and Support Employees Residents & families
External	Health professionals

Position Impact

Direct Reports:	NA
Budget:	NA

Approved by: National Executive Advisor Aged Care	Approved Date: 17.4.23
UNCONTROLLED WHEN PRINTED	Review Date: April 2025

Selection Criteria

Essential

- Certificate IV in Ageing Support - including HLTHPS007 Administer & Monitor Medicines OR Diploma of Enrolled Nursing with APRHA Registration (endorsed) OR Diploma of Enrolled Nursing (non-endorsed) with HLTHPS007 Administer & Monitor Medicines
- High level of commitment, integrity, honesty and trustworthiness
- An effective listener with the ability to communicate at all levels both orally and in writing
- Ability to understand and use information technology and programs and to learn new skills as required.
- Current National police check
- NDIS Worker Screening check
- Working knowledge of WH&S and Infection Control

Desirable

- Current First Aid Certificate
- Demonstrated experience in a similar role in aged care or health care

Approvals

Employee Name & Signature:

Date:

Manager Name & Signature:

Date:

Approved by: National Executive Advisor Aged Care

Approved Date: 17.4.23

UNCONTROLLED WHEN PRINTED

Review Date: April 2025