

What you do matters.



## Regional Operations Team Leader

### Position Description



EMPLOYMENT TYPE	Full Time (1.0FTE)
CONDITIONS	Permanent
TEAM	Community Health and Care
REPORTING RELATIONSHIPS	Reports to: Regional Business Manager Direct Reports: Commonwealth Home Support Programme Team (CHSP) and Home Care Package Team
KEY PERSONNEL	Yes

### Our Vision

A positive, fulfilling experience of ageing where everyone has the opportunity to live their best life.

### Organisational Context

Benetas is a leading not-for-profit organisation with a mission to provide older Victorians, their families and carers with high quality services and environments that respects their independence and individuality throughout their aged care journey. To reflect our Anglican heritage and commitment to social justice, we contribute a social dividend which sees any profit reinvested into growing and expanding services and initiatives, including our dedicated research and advocacy agenda, which provides broader benefits to people within our communities.

Benetas is committed to providing a safe and healthy work environment with a focus on the wellbeing of our employees and clients. With our positive and inclusive culture you will feel supported to be the best you can be in your career.

With an ambitious Next Generation Strategy, Benetas is focused on delivering our four strategic outcomes, which include integrated and exceptional customer experience, communities of choice, a great place to work and volunteer and a high performing organisation.

### Role Purpose

Within Benetas, Community Health & Care provides a range of services to the community including personal and domestic care, respite, nursing services, primary care, welfare and disability services.

As a Regional Operations Team Leader at Benetas you will lead the delivery of services to older Victorians providing optimum person centred care and quality of care. You will utilise your leadership skills to support the regional team and the Regional Business Manager achieve Community Health and Care key performance indicators and business targets whilst embedding a culture of continuous improvement.

You will undertake your role with an ever-present mind to adhering to the Benetas customer experience vision of supporting our clients to live their best life, and delivering the customer experience principles of:

- Genuinely care - We genuinely care. We are kind and respectful in everything we do.
- Grow meaningful connections - We help clients make and maintain meaningful relationships.
- Value my individuality - We respond to our clients' needs and appreciate them as an individual.
- Show me the way - We use our expertise to guide our clients and make it easier for them to live well.

## Position Specific Responsibilities

Key Result Areas	Key Tasks/Behaviours	Success Indicators
<b>Team Management</b>	<ul style="list-style-type: none"> <li>• Lead the regional team to deliver excellent customer service to all Benetas community health and care clients to maximise their health and wellbeing whilst they live safely and independently in their own homes.</li> <li>• Achieve key performance indicators and budgeted targets through effective team management by coaching, developing and managing immediate reports to achieve a high level of performance.</li> <li>• Ensure the team is well supported to deliver excellent service at all times by identifying team and individual development needs and assisting individuals to achieve their goals.</li> <li>• Successfully manage effective performance management including performance appraisals, training and education, while minimising sick leave, agency use and staff turnover.</li> <li>• Promote a positive culture that builds effective strong professional relationships within the team and across the organisation, and that motivates team members to achieve internal targets and goals.</li> <li>• Delegate for the Regional Business Manager when appropriate, confidently representing the interests of the team and the organisation.</li> <li>• Recruitment of regional team members</li> </ul>	<p>Highly functioning and performing team with minimal employee turnover</p> <p>High team engagement, innovation and employee morale</p>
<b>Client Service and Experience</b>	<ul style="list-style-type: none"> <li>• Support the delivery of holistic (multi-dimensional) approach to goal directed care planning where the plan is flexible and adjusts to the changing needs of the client and their family</li> <li>• Delivery of exceptional customer services and timely, responsive and effective complaint handling as per legislative and Benetas requirements</li> <li>• Champion the Benetas brand and be a positive ambassador</li> </ul>	<p>Positive client experience measured by feedback and increase in compliments</p> <p>Increased client satisfaction and reduced complaints</p> <p>Sustained client growth and retention</p>

Key Result Areas	Key Tasks/Behaviours	Success Indicators
<b>Operations</b>	<ul style="list-style-type: none"> <li>Oversight of all intake for HCP, referrals management through my aged care, assessments, care planning and reviews being undertaken as per the Benetas Community Health and Care Model of care.</li> <li>Oversight of client's clinical issues and provision of services in line with the relevant quality standards, and quality &amp; compliance site visits.</li> <li>Contributes to delivery of services within regional budget and working within financial delegations.</li> <li>Work collaboratively with support services and other regions to ensure that key performance indicators and business objectives are met and to ensure operational consistency across CHC.</li> <li>Ensure that key performance indicators and targets are met for Commonwealth Home Support Programme service agreements</li> <li>Submission of DEX reporting and other miscellaneous reports as required for the region</li> <li>Participate in Benetas CHC and organisational wide projects</li> </ul>	Clients achieving their goals and positive outcomes
<b>Business Development</b>	<ul style="list-style-type: none"> <li>Engage in networking opportunities with key stakeholders and successfully build Benetas' profile in the region.</li> <li>Actively promote Benetas brand and services to potential Benetas clients to achieve occupancy Key Performance Indicators.</li> <li>In collaboration with the Regional Business Manager, drive opportunities to increase market share for business development and growth.</li> </ul>	Secure and grow the business, building the brand and profile in the region
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>Maintain contemporary knowledge of aged care quality and safety standards, service excellence, and implement best practice initiatives.</li> <li>Demonstrate evidence of continuous improvement activities, achieve initiatives and actions as identified in the continuous improvement plan for the region.</li> <li>Lead continuous improvement activities, internal audits, reviews and maintenance, exercising initiative in making improvements to work processes</li> </ul>	Successful execution of the Quality continuous improvement plan
<b>O,H&amp;S and Compliance</b>	<ul style="list-style-type: none"> <li>Ensure compliance with O, H&amp;S requirements in the workplace.</li> <li>Contribute to the assessment of safe working environments for Benetas CHC employees.</li> <li>Ensure team members have undertaken all required mandatory training.</li> <li>Ensure compliance against relevant quality standards and indicators.</li> <li>Ensure compliance with Benetas Policies and Procedures and other compliance requirements.</li> </ul>	<p>Completion of internal audit schedule</p> <p>Nil non-compliance with Quality assessments</p>

## Selection Criteria

Qualifications
<ul style="list-style-type: none"> <li>Tertiary qualifications in a Health or Social Services related discipline</li> </ul>

Skills and Knowledge	Interpersonal Attributes
<ul style="list-style-type: none"> <li>• Good leadership and management skills with demonstrated experience in leading change</li> <li>• Significant experience in service delivery in the community aged care sector and demonstrated understanding of client diversity and the issues experienced by clients and their carer's in the home</li> <li>• Proven empathetic involvement with stakeholders including team members, clients, the community and a commitment to working with people</li> <li>• Demonstrated experience to work in a team, in collaboration with staff within the organisation and with external agencies and personnel</li> <li>• Ability to use initiative, problem solve and work under pressure</li> <li>• Proven ability to liaise effectively, including consultation and negotiation with a range of stakeholders with a strong customer service focus and a professional manner</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>• A keen interest in technology and its ability to influence improved business and service outcomes</li> <li>• Previous experience in managing a small team of 5-10 employees</li> <li>• Qualifications in management</li> </ul>	<ul style="list-style-type: none"> <li>• Friendly, positive and naturally able to build relationships</li> <li>• Honest, helpful and dependable</li> <li>• Able to work autonomously and as part of a team</li> <li>• Strong values and treats others with dignity and respect</li> <li>• Proven ability to lead and influence to achieve personal and professional goals</li> <li>• High personal and professional ethics</li> </ul>

## Core Behaviours Applicable To All Employees

Key Result Areas	Key Tasks/ Behaviours
<b>Living our values in the way we behave and interact with others</b>	<p><b>Respect</b> - Takes time to understand and value each person and respects their choices</p> <p><b>Community</b> - Builds strong relationships amongst stakeholders by working together in an open, involving way</p> <p><b>Spirit</b> - Builds a positive energetic culture dedicated to creating fulfilling life experiences for older people</p> <p><b>Responsibility</b> - Acts with integrity toward our clients, their families and carers and the broader community</p>
<b>Leadership and Team</b>	<ul style="list-style-type: none"> <li>• Leads by example</li> <li>• Maintains a positive approach that promotes confidence in those around them</li> <li>• Is open to feedback</li> <li>• Achieves agreed work goals</li> <li>• Builds and maintains effective relationships with clients, families and colleagues and operates in line with the Customer Experience Vision and Principles</li> </ul>
<b>Health, Safety and Environment</b>	<ul style="list-style-type: none"> <li>• Displays responsibility for self, team and environment</li> <li>• Demonstrates positive approach to own safety and safety of others</li> <li>• Achieves agreed work goals relevant to health, safety and environment</li> </ul>

<b>Continuous Improvement: Quality and Sustainability</b>	<ul style="list-style-type: none"> <li>• Responds to the needs of customers and the changing environment in which our services operates</li> <li>• Understands and delivers responsibilities in line with the Risk, Quality and Clinical Governance Frameworks</li> <li>• Takes initiative in making improvements to work processes</li> <li>• Actively seeks new ideas and improvement</li> <li>• Demonstrate evidence of continual improvement activities</li> <li>• Strives for best practice</li> <li>• Embraces and adapts to change</li> </ul>
<b>Professional and Personal Development</b>	<ul style="list-style-type: none"> <li>• Takes responsibility for driving own professional development, expertise and personal development</li> <li>• Completes all relevant on and off-the-job learning experiences</li> </ul>

## Evidence of the Right to Work in Australia

All Benetas employees must provide evidence of their valid working rights. Appropriate evidence includes an Australian/ New Zealand birth certificate or passport, Citizenship certificate, Permanent residency certificate or an International passport with evidence of a valid working visa. All visas are subject to a Visa Entitlement Verification Online (VEVO) check.

## Police Check

All Benetas appointments are subject to a satisfactory police check, and a statutory declaration for those people who have lived overseas over the age of 16 for more than 12 months. Please refer to the relevant policy for ongoing requirements.

## Influenza Vaccination

All Benetas roles are subject to obtaining and maintaining annual influenza vaccinations. Evidence must be provided as a condition of employment.

## Code of Conduct

All Benetas employees are required to read, be familiar with and act in accordance with the requirements of the Benetas Code of Conduct and any other legislated Code of Conduct as may apply to Benetas its employees.

## Key Personnel

Under the Aged Care Act 1997, Accountability Principles and National Disability Insurance Scheme Act 2013, Benetas has a legal obligation to consider prior to appointment and on an annual basis, whether key personnel are suitable to be involved in the provision of aged care and NDIS services, having regard to certain specified matters (suitability matters). This requires Benetas to consider all suitability matters (including historical) and ensure that Benetas is 'reasonably satisfied' that key personnel are suitable. The assessment will involve Key Personnel Annual Suitability Matters Assessment Form completed by the employee, as well as a Financial Bankruptcy and Personal Insolvency Check.