



## Our vision

Trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Our purpose

Bringing people and communities together in times of need and building on community strengths.

We do this by mobilising the power of humanity.

## Our Fundamental Principles

Humanity, Impartiality, Neutrality, Independence, Voluntary Service, Unity, Universality

## Our Values

We are part of a movement.



### We Respect

As humanitarians, we put people first, listening to, understanding and respecting each other.



### We aspire

We are curious, optimistic and we learn, because we want to do and be better.



### We collaborate

We achieve our best by bringing people together on shared goals.



### We stand up

We face challenges and opportunities with courage and compassion.



### We deliver

We take ownership of delivering on our goals and make genuine impact.



<https://www.redcross.org.au/>

At Australian Red Cross we:

- Adhere to the 7 fundamental principles of Red Cross
- Act at all times in accordance with Australian Red Cross Ethical Framework and Child Protection Code of Conduct and applicable policies
- Strive to create a safe and inclusive culture with wellbeing at its centre. We embrace diversity and welcome Aboriginal and Torres Strait Islander people, and people with different lived experiences, abilities, gender, ethnicity, age, and sexual orientation. We are a child safe organisation with zero tolerance of any harm to children. Our vision is to be trusted as the leading humanitarian organisation making a genuine difference in the lives of people and communities.

## Position Description

<b>Position Title</b>	<b>Team Leader – Community Programs</b>	<b>Department</b>	State & Territory Operations
<b>Location</b>	Various -SA	<b>Direct/Indirect Reports</b>	Up to 10
<b>Reports to</b>	Director SA	<b>Date Revised</b>	June 2023
<b>Industrial Award</b>	Social, Community, Home Care and Disability Services Industry		
<b>Award Level</b>	4	<b>Red Cross Job Grade</b>	4
<b>Job Level</b>	People Leader	<b>Job Evaluation No:</b>	HRC0085584
<b>Special Measures</b>	<i>Licenses/compliance screening section to be completed relevant for each location/program</i>		

### Position Summary

The **Team Leader - Community Programs** coordinates the delivery of entry-level (non-clinical) digital, in-home, and community-based aged and community care programs to support consumers to maintain social connectedness and independence.

Working as part of an integrated nation-wide team, the role will collaborate with functional teams including Intake and Assessment, Quality, and Workforce Development, to ensure our programs are informed by consumer choice, provide dignity and respect, and are responsive to identity, culture and diversity. The role will also have oversight of the coordination of volunteer team members and responsible for function of the regional offices identified

### Position Duties

#### Key responsibilities/accountabilities

In accordance with Red Cross Aged and Community Care Framework, and associated policies, procedures, work instructions, guidelines, standards, and legislation:

- Supervise an operational team that delivers entry-level (non-clinical) digital, in-home and community-based aged and community care which may include social support (individual and group), transport, meals-on-wheels whilst also actively contributing to service delivery outcomes.
- Oversee the coordination, supervision, training and support of volunteers to deliver digital, in-home and community-based aged and community care programs.
- Oversee program delivery to ensure consumers are supported to achieve their goals and make choices that are responsive to identity, culture and diversity.
- Monitor operational performance to ensure key performance indicators are met.
- Ensure teams are reporting changes in consumers health, needs and goals, or if additional services are needed, taking the necessary follow up actions.
- Ensure all documentation and records (including, but not limited to, care plans, case notes, feedback/complaints, records of work performed, and volunteer and consumer records) are recorded in a timely and accurate manner.
- Protect the rights and confidentiality of consumers by ensuring the care provided maintains consumer dignity and privacy.

- Support the team to ensure the effective management and resolution of stakeholder, consumer and volunteer issues, grievances, and complaints.
- Maintain up-to-date knowledge and practice (application of knowledge into day-to-day practice) in providing programs to consumers from diverse backgrounds and cultures, including (but not limited to) First Nations, CALD and LGBTIQ+.
- Ensure teams are participating in learning and development to maintain up-to-date knowledge, skills, and practices relevant to the aged and community care sector.
- Ensure the effective management of the regional officers
- Facilitate the implementation of activities and initiatives in accordance with relevant policy, framework and Red Cross principles
- Produce various written reports where required
- Perform other duties, tasks and activities associated with this role as reasonably required by Red Cross

### **Key relationships**

- Officers and Volunteers
- Consumers and their families / support person(s)
- Referring and partner agencies, including (not limited to) My Aged Care, Aged Care Assessment Teams, Aged Care Providers, and Community Service Providers.
- Red Cross staff in regional offices
- Nation-wide Aged and Community Care enabling teams including (not limited to) Intake and Assessment, Quality, and Workforce Development.

## **Person Requirements**

### **Key Behavioural and Technical Capabilities**

- Demonstrated ability at leading a team to follow and implement established frameworks, policies, procedures, work instructions, guidelines and standards.
- Proven highly developed organisational and time management skills.
- Excellent records management and general administration skills
- Demonstrated knowledge and experience in providing programs to consumers from diverse backgrounds and cultures, including (but not limited to) First Nations, CALD and LGBTIQ+.
- Demonstrated ability to use a data driven approach to monitor performance, identify issues and propose corrective actions.
- Proven track record as an effective leader, supporting and building positive and constructive relationships within teams.
- Highly developed communication and interpersonal skills including with people from a wide range of backgrounds.
- Demonstrated knowledge and proficiency in use of software applications including, client management systems, finance and human resource systems, mobile/tablet applications, and Microsoft suite of programs.

### **Experience**

- Sound knowledge gained through experience in operational leadership of staff and/or volunteers.

### Qualifications

- Relevant degree with relevant experience in social work or community services, or lesser formal qualifications with substantial experience.
- *Specific to Meals-on-Wheels:* Up-to-date Food Safety qualifications and understanding of relevant regulations.

### Wellbeing, Health and Safety

It is our vision to be harm free and committed to providing and maintaining a safe and healthy environment for volunteers, members, staff, contractors, clients, consumers, and others who may be involved in our work. Our Wellbeing Health and Safety direction is aimed at building a 'safety mindset' into our daily work, assessing and reducing risk, reporting hazards and incidents, and providing Red Cross people with a positive, healthy workplace.

- Identify and understand the current and future risks involved in undertaking your role and service delivery activities, then competently manage those risks so that everyone is safe
- Comply with the Work Health and Safety management system

### Key Job Requirements

#### Licenses/compliance screening

Screening is required prior to commencement. Renewals may also be required during your employment in order to comply with specific contractual or legislative requirements\*.

A clearance to work with children	Yes
Driver's License	Yes
A clearance to work with vulnerable adults	No
Police check	Yes - every 3 years
National Disability Insurance Scheme (NDIS) check	No

***A clearance to work with children is required for this role as it includes direct contact with children due to the requirements of the position and/or the nature of the work environment.***

\*Compliance with Public Health Orders for COVID-19 and influenza vaccination requirements in your state or territory'.