

TEAM LEADER MONASH MEALS

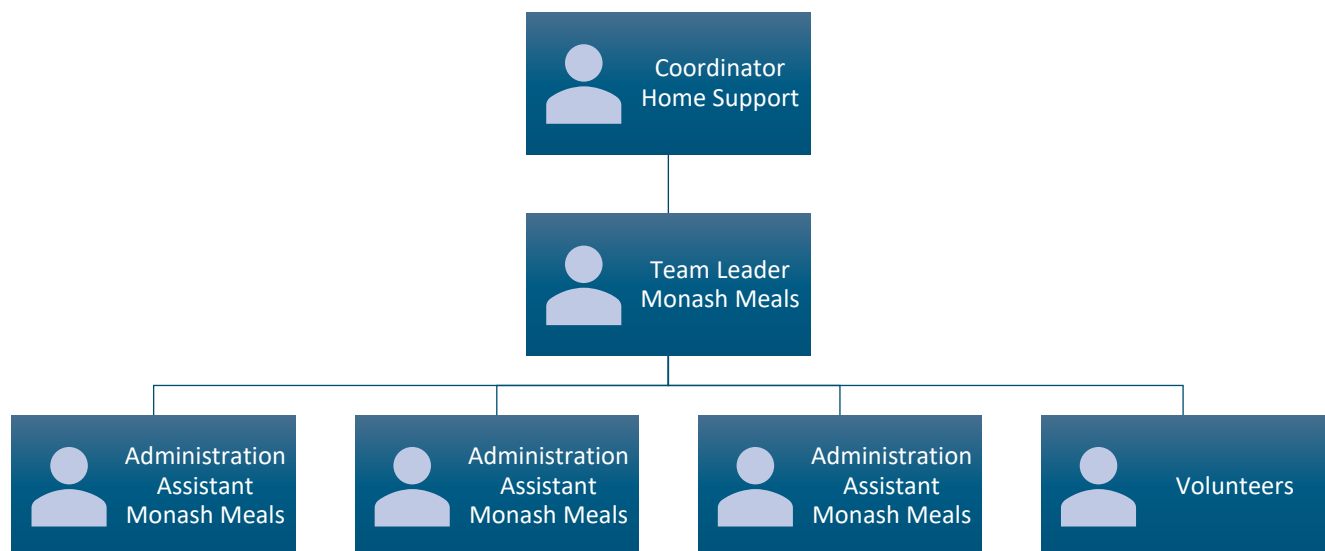
Position Number:	P109001
Banding/Remuneration:	Band 6
Division/Branch:	Aged and Community Support
Reports To:	Coordinator Home Support
Date Approved:	October 2024

Position Objectives:

This position is responsible for ensuring effective and efficient delivery of Monash Meals services to residents in the City of Monash in line with the Commonwealth Home Support Programme (CHSP).

This involves planning, monitoring, implementing and evaluating the Monash Meals service for the City of Monash's ageing people, their families and carers, while providing support to the service delivery team. This role will provide leadership in quality assurance, direct staff supervision and care coordination.

Team Structure:



Key Responsibility Areas:

Staff supervision

- Provide leadership to a team of three Administration Assistant Monash Meals staff, which includes providing ongoing support, training, performance management and professional development opportunities that support best practice principles and meet individual needs
- Provide leadership and support to the pool of Monash Volunteers that assist with delivering of the meals

Care Coordination

- Formulate with client and families Meals service specific care planning (meals choice, service delivery plans, goal directed care plans and income declarations) and undertake regular reviews for clients referred to Monash Meals in accordance with City of Monash systems, policies and procedures and CHSP guidelines
- Oversee the Volunteers when out on the road delivering Meals to clients, ensuring this task is completed in a safe manner, eliminating risk where possible
- Liaise with contractor to ensure a variety of culturally diverse meals are offered and meal delivery and ordering is seamless

Quality Assurance

- In conjunction with the Coordinator and other staff, plan the provision of the Meals services to ensure high quality and client focused services are delivered by the team to a culturally diverse community in accordance with government and City of Monash requirements
- Provide leadership, evaluate and report on all aspects of responsibility including but limited to, maintenance of target meals, staff and volunteer management, OH&S issues and government policy requirements
- Work with OHS unit supporting staff with Return to Work plans and other Work Cover requirements
- Feedback to contractor any highlighted areas of concern prohibiting a safe delivery of the meals to clients

Accountability and Extent of Authority:

- Planning, implementation and evaluation of the Monash Meals service
- Occupational Health and Safety Issues
- Staff Management or Volunteer issue
- Quality assurance
- Administration Assistants and Volunteers in regard to delivering optimum care to clients
- The position is managed through the Coordinator Home Support
- Advice is provided to the position and recommendations accepted on an “as required” basis
- Freedom to act is set by clear objectives, frequent consultation and regular reporting
- To coordinate and deliver an efficient, safe and effective meals delivery service. Update documentation in My Aged Care, GoldCare and contractor portal
- Authority to authorise expenditure as per the delegation table
- Authority to authorise leave requirements for the staff who report to the position. (within scope of the Monash delegation chart)

Judgement and Decision Making:

- The position operates within the Guidelines of the Commonwealth Home and Support Programme manual, and the City of Monash policies and procedures
- Be guided by Meals on Wheels Victoria and Meals on Wheels Australia to align the program with the “Meals on Wheels” ethos
- The position makes recommendations and decisions in relation to the activities and processes that are run by the Home Support Service Team
- The Team leader is required to make independent decisions with the daily running of the program however, there is always guidance and advice available from the Coordinator and the Manager

Specialist Knowledge and Skills:

- Knowledge and understanding of the principles of the Commonwealth Home Support Programme (CHSP) and the My Aged Care System
- Knowledge and understanding of the Aged Care Quality Standards and other relevant quality assurance systems
- Knowledge and understanding of the principles for assessment and review of services to clients
- Understanding of the community support needs of ageing clients and their carers, especially in regards to people from culturally and linguistically diverse backgrounds
- Well-developed knowledge of issues relating to socially isolated frail aged
- Experience in client-based software systems, other relevant computer systems, data entry and report generation
- Basic procurement skills and contract handling
- Knowledge and understanding of Occupational Health and Safety issues and Work Cover
- Sound knowledge of safe food handling techniques and relevant food legislation/regulations especially in regard to frozen meals

Leadership Skills:

- Non bias, diplomatic and lateral thinking with problem solving ability
- Works well in a team and can facilitate meetings
- Conducts constructive conversations - takes proactive action and discusses challenging issues
- Shares vision and purpose - optimistically discusses the team vision and core purpose
- Clear communication
- Seeks continuous improvement opportunities

Management Skills:

- Ability to plan, organise and manage own workload to achieve results within set timelines
- Ability to set and achieve personal and team objectives
- Ability to manage and lead a team through change
- Ability to implement OH&S and quality assurance systems
- Confidence in conducting staff performance conversations and addressing counter productive work behaviours

- Ability to supervise, support and monitor staff and volunteer performance

Interpersonal Skills:

- Good oral and written communication skills
- Sound active listening skills
- Ability to liaise and gain co-operation and assistance from clients and other employees
- Ability to build relationships and networks
- Sensitivity to clients from special needs groups
- Ability to work with people from a wide range of cultures
- Leading and motivating others
- Negotiation skills
- Problem solving skills
- Be flexible, responsive to change, and show initiative and creativity in development of services

Qualifications and Experience:

Mandatory

- Suitable qualifications or vast experience in assessment or Community Services
- Sound understanding of CHSP and My Aged Care
- Experience in staff management
- Intermediate computer skills
- Experience in customer services in dealing with people of diverse backgrounds and life experiences
- Valid Driver's licence

Desirable

- Knowledge of GoldCare or similar client data base
- Worked in Local Government

Key Selection Criteria:

- Qualifications or extensive experience in assessment or Community Services
- Good understanding and current working experience of the CHSP program and My Aged Care system
- Previous experience in leading teams and working with contractors
- Demonstrated experience with OH&S and quality systems
- Sound knowledge of safe food handling techniques
- Highly developed communication skills, both written and oral, with the ability to liaise and network
- An ability to manage competing priorities in a busy and solid workload environment
- Run reports and basic procurement skills

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.