



POSITION DESCRIPTION

POSITION TITLE	Regional Team Leader – Home Care Packages
DIVISION	Aged Care
DEPARTMENT	Community Care
REPORTS TO	Senior Manager – Community Care

ORGANISATIONAL PURPOSE

Our vision at the Brotherhood of St Laurence (BSL) is for an Australia free of poverty. We pursue lasting change for a fairer and more compassionate Australia.

Our organisation employs over 1,500 staff and is supported by 1,000 volunteers. We partner with governments, business and other organisations to address poverty across the nation.

Our work is varied. We deliver services to build capability and confidence across the life course, from the early years, youth and employment, to services for people with disability and for older people in Australia. Our Op Shops and social enterprises are well known. So too are our programs that support digital literacy, energy efficiency and financial wellbeing. We research the causes and effects of poverty and connect policy, practice and research to advocate national, state and local policy solutions for people experiencing disadvantage.

The Brotherhood of St Laurence values diversity and inclusion with regards to its staff and the communities we serve. Our staff and volunteers come from diverse backgrounds, and we aim to create an inclusive working environment. BSL is committed to child, young people and vulnerable adult safety. We want all vulnerable people to be supported, respected, safe, happy and empowered. We are committed to the safety, participation, and empowerment of all our program participants.

DEPARTMENT PURPOSE

Aged Care - The Aged Care Division provides residential aged care services, independent living accommodation for people on low incomes, in home care, and day and respite services for older individuals on a low income and at risk of homelessness.

Community Care - The Community Care department provides independent living accommodation for people on low income and at risk of homelessness, and delivers in home care, day and overnight respite, and social support.

POSITION PURPOSE

The Regional Team Leader – Home Care Packages leads, guides, and supervises a designated team of Case Managers in the delivery of professional and efficient advisory, case management and support services responsive to the needs of consumers. This position provides individual and team-based support/advice in management of complex consumer issues and in the provision of a customer service focus and practice. This position may also be required to backfill the Senior Manager position as required.

KEY RESPONSIBILITIES

Service Management and Support

- Assist the Senior Manager in the delivery of Brotherhood's Home Care Packages program by monitoring the delivery of advisory, case management and support services of the designated team
- Guide, support and advise a designated team of Case Managers to achieve high service standards and a quality consumer experience. This includes the supervision of external students and the management of complex consumer issues
- Be the first point of contact for the team for all operational issues and consumer incidents, updating the Senior Manager as necessary
- Monitor and ensure CDC budgets for designated team remain within targets and act on any variances
- Monitor, review and address all consumer incidents, trends, and feedback in a timely manner, escalating it to the Senior Manager where appropriate
- Monitor and provide regular information/report to the Senior Manager on team performance, consumer incidents/feedback, budgetary compliance, KPI compliance and service trends with recommended actions

Service Development

- Maximise consumer retention by providing a timely and responsive service
- Drive a learning culture within the team with a focus on taking initiatives and creating solutions that are responsive to consumer needs and aspirations, whilst aligning with the Brotherhood's vision and mission
- Ensure staff apply the Brotherhood's Enhancing Capabilities Approach in practice
- Participate in the development of policies and procedures and in special projects as needed
- Assist the Senior Manager in the development and implementation of service delivery changes as a result of customer feedback, team feedback and market knowledge

- In consultation with the Senior Manager, represent BCC at meetings and VCAT hearings

Employee Management and Accountability

- Work collaboratively within teams to achieve common goals and meet KPIs
- Demonstrate a commitment to the Brotherhood's quality framework and culture by participating in and promoting continual improvement activities
- Provide coaching and support to all direct reports in the performance of their duties, monitoring and providing appropriate feedback to ensure high levels of customer service and compliance. This includes but is not limited to resourcing/workflow management, recruitment, induction, and orientation
- In collaboration with the Senior Manager, set goals and objectives to ensure outcomes are met
- Take responsibility for managing risk, safety, health, and compliance in own area of responsibility and ensure steps are taken to prevent unsafe work practices in accordance with Brotherhood policies and procedures

Multi-Skilling

- The incumbent may be directed to carry out such duties as are within the level of the position and scope of the incumbent's competence and training as directed by the Senior Manager
- Other duties as required

SCOPE OF RESPONSIBILITY

Direct Reports: Case Managers, Senior Case Managers, Client Engagement Consultants, Business Support Assistants

Indirect Reports: N/A

KEY SELECTION CRITERIA

Career Experience:

- Good understanding of Consumer Directed Care models and Commonwealth Aged Care Reforms
- Proven experience in leading a team to deliver client outcomes
- Experience in implementing service delivery changes and associated processes

Personal Qualities:

- Excellent customer service skills
- Well-developed time management and organization skills
- Demonstrated ability to use initiative, work independently and as part of a team to achieve goals
- Well-developed interpersonal skills
- A commitment to maintaining and supporting child safety, equity, inclusion and cultural safety. You will be required to abide by the Child & Adult Safeguarding Policy and the Code of Conduct as well as all related child safe policies and procedures
- Understanding of and empathy with the values and ideals of the Brotherhood of St Laurence

Qualifications/other:

- Relevant tertiary qualifications in social work, welfare work, disability services, psychology, or registered nurse qualification along with experience in case management in the aged care and disability sectors
- Current Victorian Driver's License
- Current first aid certificate (or willingness to undertake training)

MANDATORY EMPLOYMENT CRITERIA

- Proof of eligibility to work in Australia is required
- A satisfactory Police Check is required - BSL will support successful candidates in this process
- A Working with Children Check is required - BSL will support successful candidates in this process
- Aged Care Banning Orders Register checks shall be undertaken
- A Statutory Declaration to confirm past criminal history is required as per the Aged Care Act - BSL will support successful candidates in this process

The description of the position is a guide to the duties of the professional activities needed to undertake the position successfully. A review of the position description may occur and may be amended from time to time.