**POSITION DESCRIPTION – TEAM LEADER**

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| Position Title | Senior Personal Care Attendant | Department | Community Programs |
| Location | Kalano Flexible Care, Katherine NT | Direct/Indirect Reports | Up to 10 indirect |
| Reports to | Kalano Flexible Care Key Staff Registered Nurse, 2IC Coordinator | Date Revised |  |
| Industrial Instrument | Modern Aged Care Award | | |
| Job Grade | Job Grade 3 | | |

■ **Position Level Descriptor**

An individual at the Team Leader level is a front line Manager or Supervisor who has a team of people reporting to them. The team generally has a single disciplinary focus. An individual at the Team Leader level typically reports to a Manager

■ **Sub-Delegation**

The sub-delegation (if any) attaching to the position is outlined in the CEO Sub-delegations (as updated from time to time). Any financial sub-delegation of authority may only be exercised where a Finance project code or budget is allocated to that position.

■ **Position Summary**

Kalano Flexible Care facility cares for up to 16 permanent and 2 respite Flexible Care residents for Aboriginal and Torres Strait Islander residents of the Katherine Region. Staff ensure residents are provided with assistance to achieve maximum independence. This Senior PCA provides support to the Manager to ensure the smooth running of the service in accordance with our funding and organizational requirements, and is able to step into the Manager role at times as required.

■ **Position Responsibilities**

**Key Responsibilities**

* Provide leadership and support to the staff caring for clients to ensure an efficient and effective service that meets clients need.
* Maintain high standards of care and oversee all activities to ensure quality standards are met
* Maintain an atmosphere of courtesy and respect and an environment of support and kindness.
* Assist the Senior 2IC RN and the Coordinator with the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored.
* Report any behavioural and/or performance matters to the Coordinator in a timely manner.
* Assist the senior personnel to coach, mentor and develop staff and volunteers in order to achieve both financial and non financial outcomes
* Lead the team to ensure compliance with all Red Cross policies including Workplace Health and Safety
* Inspire the team with professional development opportunities, to maintain high standards, and develop new skills for all staff.
* Assist the Senior 2IC RN and the Coordinator to conduct and record team meetings on a fortnightly bases
* Ensure all clinical appointments and charts are compiled as per procedure
* Be responsible for and complete admission data for new/respite clientele
* To be responsible for the daily routine when key personnel are absent to ensure continuity including;
  + managing all rosters and approving timesheets for pay, and
  + coordinating kitchen, cleaning and maintenance staff
* Other reasonable duties as directed by the Coordinator

**■ Position Selection Criteria**

**Technical Competencies**

* Culturally competent to ensure an appropriate service
* Experience and knowledge of current trends in aged and flexible care
* Experience in managing both staff and volunteers (highly desired)
* High level of customer service skills, including complaint handling

**Behavioural Capabilities**

* **MODEL | Value Diversity | Promotes respect for diversity and human dignity**

Demonstrates sensitivity to diversity | Appreciates diversity and is open to the perspective of others | Values, builds and develops diverse teams

* **THINK | Organisational Understanding and Compliance |**  **Demonstrates understanding of Red Cross, its broader environment and complies with organisational procedures and guidelines**

Recognises key decision-makers within the organisation | Maintains awareness of how different parts of the organisation operate in relation to one another | Has an awareness of sector developments and trends | Ensures self and team compliance with relevant policies and procedures

* **ACHIEVE | Drive Results | Takes responsibility for achieving results and maintains effective work behaviours under pressure**

Takes accountability for delivering high quality results | Stands by own decisions and takes responsibility for them | Sees tasks and projects through to completion | Maintains consistent high levels of effort throughout the working day | Accepts and tackles demanding goals

* **LEAD | Coach and Develop | Provides coaching and development opportunities to build capacity**

Makes objective assessments of team and individual strengths and development needs | Provides resources to support learning and development | Puts aside appropriate time to coach others | Encourages staff to pursue development opportunities

* **LEAD | Self Development** | **Demonstrates a commitment to self development**

Reviews performance to improve personal knowledge and capability | Accepts and considers feedback to determine opportunities for development | Takes personal responsibility to develop and maintain up-to-date job knowledge

* **COLLABORATE | Teamwork and Collaboration | Works with others to achieve shared goals**

Provides team with clear direction | Models team qualities such as respect, helpfulness, cooperation and support | Provides an environment which supports members of the team | Provides appropriate support to team members | Balances personal goals with team goals

 **General Conditions**

All Red Cross staff and volunteers are required to:

* Adhere to the 7 fundamental principles of Red Cross:

**Humanity  |  Impartiality  |  Neutrality  |  Independence  |  Voluntary Service  |  Unity  |  Universality**

* Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
* Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
* Comply with the Work Health and Safety management system
* Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
* Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
* Assist the organisation on occasion, in times of national, state or local emergencies or major disasters