

Position Description

Title	Team Leader, Home & Community Care Program for Younger People
Business unit	Home and Community Care Program for Younger People (HACC-PYP)
Location	Morwell Office site 25-27 Rintoul Street, Morwell, VIC
Employment type	Part time Ongoing
Reports to	Manager, Children Youth and Families

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

HACC-PYP is for people aged under 65 and Aboriginal people aged under 50 who need assistance with daily activities, including personal care, dressing, preparing meals, house cleaning, property maintenance, community access and using public transport.

The program has been designed to support people with disabilities, a medical or health condition and their respective carers to live as independently as possible in their own homes.

The Team Leader HACC-PYP is responsible for the development, delivery, performance and quality of the HACC PYP programs in Baw Baw and Latrobe local government areas. The position has an operational focus and is expected to contribute to the development of strategic initiatives and plans.

The Team Leader provides leadership to the team and is responsible for contributing to the delivery and development of services that respond to consumer needs and identify and respond to evolving service development needs. The position is responsible for ensuring services meet and maintain accountability for statutory and reporting requirements.

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HACC PYP Team Leader

The Team Leader will complete holistic assessments of need to support the development of goal directed support plans promoting a strengths-based approach in partnership with service providers to ensure that individual client needs can be met.

The role will also lead and participate in community development and social inclusion activities. Home based Assessments for the HACC-PYP must be completed within Department of Families, Fairness and Housing (DFFH) and Home and Community Care Program for Younger People (HACC PYP) guidelines. This includes supporting younger people with disability to access government funded services or link into other government programs such as the NDIS appropriate to their needs.

2. Scope

Budget:

nil

People:

- HACC PYP Assessment and Facilitation Officer (3 FTE)
 - HACC PYP Community Care Workers (3 FTE)
 - HACC PYP Volunteer Coordinator (0.5 FTE)
 - HACC PYP Program Support Worker
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3. Relationships

Internal

- HACC PYP Community Care Workers
- Administration and rostering staff
- Assessment and Facilitation Officers
- Other program staff onsite at Morwell

External

- The community; both local and advocates outside Baw Baw and Latrobe LGA's
 - People with disability, their families and carers
 - Community & health organisations
 - Local, State and Commonwealth Governments
 - Private providers
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4. Key responsibility areas

Leadership & Professional practice

- Participate in operational planning and localized team, program and service planning in accordance with Strategic Plan and business operational objectives.
- Implement innovations that have been developed to improve service delivery using methodologies that meaningfully enable consumer participation and inclusion and respond to emerging needs.
- Implement consistently high-quality, consumer-centred and culturally competent programs and services.
- Ensure that regular, appropriate supervision and reflective practice is provided across all programs and services and that service delivery reflects contemporary practice.

Service delivery and Partnerships

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HACC PYP Team Leader

- Ensure clients assessment for support services are coordinated, planned and equitable, according to HACC-PYP guidelines and the Active Service model.
- Develop goal directed care plans in partnership with clients, carers and other relevant persons and/or service providers.
- Perform re-assessments, and care plan/service plan reviews where required, actively monitoring allocated support hours optimizing value for the client, and resources.
- Ensure services are accessible to and inclusive of the diverse communities the program/service serves.
- Implement continuous quality improvement processes to achieve high performance and optimum consumer and community outcomes.
- Ensure programs and services are well coordinated and collaboratively delivered via a care team approach to achieve positive outcomes and ensure referrals of clients to other services or organisations for appropriate assessment of identified needs.
- Provide ongoing review and monitoring of clients with complex and changing needs,
- Advocate for services on behalf of clients, as appropriate.
- Maintain assessment documentation and service standards according to program guidelines and organisational quality management plan.
- Complete an Occupational Health and Safety inspection of each service delivery point for HACC-PYP clients prior to the commencement of services to ensure a safe work environment for the home care staff.
- Serve as the primary contact to peers with key partners and sector networks.
- Provide information to support business development activities (eg. Tender applications) and opportunities leveraging partnerships where possible.
- Collect and analyse data and other relevant evidence to support continuous improvement, staff development and business development purposes.
- Ensure staff provide individualized, consumer-centric services using relevant best practice frameworks, models and tools.
- Supervise workloads and workflows and ensure consumers receive timely and appropriate services.
- Meet with service providers to keep abreast of service issues.

People and teams

- Establish, lead, coach and inspire an engaged and productive team.
- Lead the team in leading practices and effective process governance.
- Provide support, guidance, coaching, leadership and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, providing feedback to promote collaborative working relationships.
- Promote and maintain a positive, respectful, and enthusiastic work environment.
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

Legal requirements, risk & financial management

- Ensure all legal, funding, compliance and statutory requirements are met including serious incidents, reportable conduct, mandatory reporting and mandatory case practice requirements. Proactively develop, implement and review contingency plans, if required.
- Contribute to annual budget development for the program and support monitoring and management of financial and human resources to achieve optimal service outcomes, efficiency and sustainability.
- Proactively identify and report on financial risks that may result in potential variations and implement remedial plans, as required.
- Embed strong risk management practices in services and foster a culture where risks are identified and appropriately managed.
- Report areas of serious risk to next level supervisor and work together to mitigate those risks in line with agency policies and procedures.

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- Provide regular reports on required service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required.
- Implement and monitor appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.
- Foster a culture where risks are identified and appropriately managed.

Administration

- Preserve and protect the client's right to confidentiality.
- Assist with developing, implementing and evaluating policies, procedures and systems that underpin and support positive program and service outcomes.
- Ensure appropriate information and record keeping, case reporting, document storage and retrieval processes and systems are in place and maintained in line with knowledge management procedures.
- Manage task allocation in accordance with strategic and operational priorities and staff members' individual workloads.
- Assist Manager to provide regular reports on service delivery and related issues (staffing, financials, opportunities, planning, compliance etc.) including remedial action plans, as required.

Personal accountability

- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
 - Based on a relationship with a current member of Uniting's workforce
 - Based on my ongoing work with another organisation

5. Person specification

Qualifications

- Desirable: Tertiary qualifications in either Disability, Social Work, Health, Welfare, Community Services Development or equivalent.

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Experience

- Understanding of privacy and confidentiality obligations.
- Experience or knowledge regarding the provision of care to people with a disability and/or medical condition, younger people, and support for their carers.
- High level engagement, care planning and assessment skills.
- The ability to work independently and as part of a team.
- Desirable: Ability to prepare and deliver reports or presentations and high level of networking, communication and negotiation skills.

Core selection criteria

- **Values alignment:** ability to demonstrate and authentically promote Uniting's values. Respect the uniqueness and value of every individual, establish and maintain right relationships that enable people to be influential in their own support arrangement and ensure they are treated with dignity and respect; build on strengths and abilities of all; demonstrate transparency and accountability.
- **Consumer Centeredness:** demonstrated ability to provide safe environments for children and young people and protect them from abuse and neglect.
- **Stakeholder Relationships:** knowledge of principles of community inclusion and participation, with experience in delivering a response or project as a result to a community need or service gap. Experience in participating in a Co-ordinated Care networks, and working collaboratively with clients, carers and/or relevant agencies to achieve client goals.
- **Communication:** Excellent interpersonal and health literacy skills demonstrated by experience liaising with people with a disability and/or medical condition, service providers and agencies.
- **Administrative skills:** demonstrated experience in performing community and/or health assessments using a strengths-based approach, and development of associated care plans.

Other Requirements

- Legal eligibility to work in Australia
- Current Australian Driver's License
- A satisfactory national police records check is a condition of this position and is repeated every three years and International police check if required
- Current working with Children check (Victoria)
- Compliance and understanding/familiarity with organisational policies, procedures relevant legislation (Quality management system, Equal Opportunity, Health and Safety)

6. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.
