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## POSITION DESCRIPTION – TEAM LEADER

Position Title	Kalano Flexible Aged Care Coordinator	Department	Northern Territory
Location	Katherine NT	Direct/Indirect Reports	15-20
Reports to	Regional Manager	Date Revised	Aug 2020
Industrial Instrument	Modern Aged Care award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0021257

*Red Cross is committed to building long-term and respectful partnerships by working with Aboriginal and Torres Strait Islander people, communities and organisations to determine and lead their own solutions. To support this commitment, Red Cross is determined to build our capacities through meaningful and rewarding employment and Volunteering opportunities for Aboriginal and Torres Strait Islander people.*

### ■ Position Summary

Kalano Flexible Aged Care Centre is a Flexible residential Aged Care Service in Katherine. Ninety Five percent (95%) of the clients are of Aboriginal decent. Kalano Flexible Aged Care Centre is located just outside of the Katherine Town Centre.

The Kalano Flexible Aged Care Coordinator is responsible for the operational and clinical management of the Kalano Flexible Aged Care Centre in Katherine. This position is responsible for ensuring the highest standard of care including clinical care is provided to meet the holistic needs of the residents. This position is responsible for managing risk assessments, clinical/care and ensuring the needs of the Residents are met. The Coordinator ensures that all policies and procedures, clinic & residents care plans is met. The Coordinator is to work in partnership with staff by providing leadership and expert knowledge in the delivery of individualized person centered care and assists in the development of other staff. The Coordinator is responsible for the implantation of best practice on the direction of the Regional Manager.

### ■ Position Responsibilities

- Operational Management of a rostered 24 hour, 20 bed Flexible Care Facility and provide leadership to clinical and non-clinical staff as required to meet the needs of the Residents under the New Aged Care Standards
- Foster the development of the multi-disciplinary team to provide expert services
- Coach, mentor and develop direct reports in order to achieve both Financial, Residential Care and Clinical outcomes
- Manage Compliance and Audit documentation under the New Aged Care standards
- Utilise the Red Cross Performance Review & Development system to ensure that all staff have a development plan in place and that performance is regularly monitored
- Ensure valid and accurate clinical and risk assessments are in place for all clients
- Oversee mandatory training for all staff

- Monitor the high-level Workplace Health and Safety documentation compliance requirements to ensure we meet its obligations under the New Aged Care Standards
- Lead the team to ensure compliance with all Red Cross policies and the New Aged Care Standards including Work Health and Safety
- Ensure Red Cross information is readily available to clients and their families
- Actively contributes to comply with the Aged Care Quality and Safety Commission, the disability service standards and to promote evidence based practice and continuous quality improvements
- Accountable for the delivery of safe standards of care to our clients and staff of Red Cross.

### Technical Competencies

- Experience in managing both staff and volunteers (highly desired)
- An understanding of Aboriginal and Torres Strait Islander People
- Demonstrated experience with continuous quality improvement
- Current knowledge of legislative and regulatory requirements in the areas of Aged Care practice, Disability Services, Occupational Safety and Health and how these affects service delivery
- Demonstrated experience in leadership skills
- Ability to maintain an awareness of current Aged Care Standards
- Proven experience in managing and setting budgets.

### Qualifications/Licenses

- A Working with Children check is a mandatory requirement for this role
- A current registration with AHPRA or Clinical Experience
- Current Northern Territory Drivers Licence
- Current First Aid Certificate.

### Behavioural Capabilities

- **Personal effectiveness | Being culturally competent** | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.
- **Team effectiveness | Managing change** | Demonstrated capability to adapt to, support and manage change in a positive way. Ability to work to overcome challenges arising from change and raise concerns constructively.
- **Organisational effectiveness | Managing risk** | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.
- **Organisational effectiveness | Focussing on clients** | Proven track record in providing high quality service to internal and external clients and stakeholders. Actively seek and respond to client feedback in a constructive manner.

## ■ 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