

Position Description

POSITION TITLE		Team Leader Support Worker			
REFERENCE/POSITION NUMBER		1383			
DEPARTMENT		Office of COO			
ACCOUNTABLE TO		Manager Community Programs			
SUPERVISOR		Manager Community Programs			
DIRECTLY SUPERVISES		30			
INDIRECTLY SUPERVISES		0			
VOLUNTEERS SUPERVISED		None			
GRADE	13	STATUS	Permanent	TYPE	Part time
HOURS	21 to 28 hours per week		LOCATION	Community Centre	
MOBILE PHONE	Yes		VEHICLE	Operational and private use	
APPLICABLE ALLOWANCES		In accordance with the award			
LAST UPDATED		30/11/2023			

OBJECTIVES

- To deliver services to the consumers of Blue Haven Community in an ethical and professional manner with regard to legislative direction and service guidelines.
- Supervise the Support Worker team to roster support workers to ensure that effective, safe and quality services are delivered across the Shoalhaven, Kiama, Shellharbour and Wollongong Local Government areas in line with funding guidelines.
- Ensure support workers receive regular supervision, clinical support and training.
- To participate as an active member of a multi-disciplinary Community Services team and provide assistance to Case Managers to deliver funded programs.

SELECTION CRITERIA

ESSENTIAL

- Degree qualification in Nursing
- Current AHPRA Registration
- Experience working with aged or people with a disability preferably in a community setting
- Experience with an electronic Client Management System
- Ability to lead and manage staff within a team environment
- Excellent interpersonal skills including negotiation and mediation skills
- Understanding and experience of Consumer Directed Care
- Understanding of Person Centred Care
- Willingness and ability to support the on-call roster providing phone support to direct care workers and volunteers as required
- Driver's License.

DESIRABLE

- Knowledge of State and Commonwealth funded aged care programs.
- Certificate IV in Training & Assessment.
- Experience in identifying staff training needs and developing and implementing training plans.

ACCOUNTABILITIES

- Supervise and direct the daily work of staff across the Support Worker Team
- Assist Manager Community Programs with the recruitment, selection and orientation of Support Workers within the Blue Haven Community Programs
- Ensure that support workers have regular supervision and support including Competency and Performance Assessments
- Ensure bimonthly support worker training and meetings are scheduled
- Oversee an accurate register of Support Worker's details, registrations, licences and other documentation as required
- Promote continuity of support for consumers across all Blue Haven Services
- Maintain accurate, relevant and current documentation and statistical and financial data in order to generate consumer files, consumer outcomes and reports for Government and other relevant bodies.
- Maintain privacy and confidentiality at all times.
- Monitor budgets across the brokerage program and report any anomalies/concerns to the Manager Community Programs.
- Work in consultation with Team Leader Community Programs to monitor services to consumers either through BHC Brokerage Services or external Contractors.
- Liaise with the Manager Community Programs in relation to the maintenance and renewal of community programs assets.
- Develop and maintain effective liaison with other relevant providers of community services. Actively promote and provide information about Blue Haven and other relevant services available.
- Advocate on behalf of the individual/group when appropriate.
- Prepare reports and attend appropriate meetings as required.
- Encourage participation of potential and current individuals and other community services agencies in the continuing development of Blue Haven.
- Ensure implementation and regular review of the WH&S/risk management practices within the area to ensure compliance with Council's policies, procedures and legislation and care of self and others in the workplace.
- Make recommendation for Continuous Improvement to the Manager Community Programs.

CORPORATE RESPONSIBILITIES

All employees are required to adhere to and display council's corporate values:

- **RESPECT AND DIGNITY**
- **INTEGRITY**
- **INNOVATION**
- **TEAMWORK**
- **EXCELLENCE**

WORK, HEALTH, AND SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

In addition to the overall corporate responsibilities listed above and the statements below, you are required to perform your duties in accordance with this Position Description, Council's Code of Conduct, policies, and procedures.

- **Work Health and Safety (WHS)**
- **Certificates of Competency / Licences**
- **Injury Management**
- **Risk Management**
- **Equal Employment Opportunity (EEO)**

DELEGATIONS

FINANCIAL DELEGATION:	Nil
RESPONSIBILITY DELEGATION:	Act in accordance with Instrument of Delegation
NO OF CONTRACTS MANAGED:	None
ANNUAL VALUE OF CONTRACTS MANAGED:	None
CONTROL AND MANAGEMENT OF EXPENDITURE PER ANNUM:	No responsibility
BUDGET DEVELOPMENT:	None

CONDITIONS OF EMPLOYMENT

AWARD/AGREEMENT	Local Government (State) Award	
POLICIES:	Employees are to comply with Council's Code of Conduct and Council policies at all times.	
PRE-EMPLOYMENT REQUIREMENTS:	• Physical and mental capability to perform the inherent requirements of the position	
	• Proof of ability to legally work in Australia	
	• Pre-employment screening to Australian Standards in Employment Screening.	
	• Criminal record check	Yes
	• Pre-employment medical	Yes
	• Working with children check	No

I have read the above position description for my role; I accept the responsibility for achieving the above duties and understand that I am accountable for their achievement.

Employee Signature:

Date: