

# Meals Programs Team Leader

## Position Description



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|-------------------------|--|
| <b>Position number:</b> | 742  |
| <b>Classification:</b>  | Band 6   |
| <b>EA:</b>              | Moreland City Council Enterprise Agreement 2018            |
| <b>Department:</b>      | Community Development                                      |
| <b>Branch:</b>          | Aged and Community Support                                 |
| <b>Unit:</b>            | Social Support Unit  |
| <b>Reports to:</b>      | Unit Manager Social Support                                |
| <b>Supervises:</b>      | Food Services Delivery Staff and Administration Assistants |
| <b>Approved by:</b>     | Manager Aged and Community Support                         |

### Organisational values:



### Position objectives

Facilitate and continuously improve the provision of high quality, coordinated, efficient and appropriate services and provide support to new and existing clients of the Aged and Community Support branch.

Identify clients at nutritional risk and develop support plans to address their needs.

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Monitor and review the needs of Food Service clients, refer clients for additional support through appropriate pathways as required.

Recruit, supervise, train, support and develop the capacity of suitably skilled staff for the Food Services Delivery Team.

Identify opportunities for and development of innovative meals programs to meet the needs of Moreland's diverse community.

Identify ways to continuously improve safe practice, with solution-focussed approaches to optimise service flexibility.

Assist in the achievement of high standards of efficiency, customer service and accountability by the Aged and Community Support branch.

Implement and maintain quality procedures as required by the Quality Management system.

Assist in identifying trends in referrals and utilisation, unmet needs and strategies for improving access for members of Moreland's diverse communities.

To actively innovate and contribute to ongoing reorientation of the service to adapt to and align with the changes within the Aged Care Service Sector.

## **Key responsibility areas**

### **Client interaction and information**

Manage the flow of referrals for meals, prioritising service commencement based on contractual obligations and priority.

Ensure clients have all the information required for them to understand and access the range of delivered meals options and other services.

Ensure clients' homes are OHS checked for suitability as a workplace for workers and identify hazards and collaborate with staff to minimise risks.

Ensure clients are advised in a timely way about any restrictions or limitations in services provided.

Ensure adherence to Privacy legislative guidelines and accurate information is provided to clients.

Advise clients of any other Council or local services suitable to their needs and assist with referral if appropriate.

Respond in a timely manner to concerns and issues raised by Food Service Delivery/other Social Support Services staff. Refer concerns to appropriate staff and/or refer to an appropriate assessment agency.

Liaise with clients (and their referrers) about the services they will receive and provide information on waiting lists and timeframes as required.

Manage and respond to client complaints and feedback, undertaking appropriate documentation, escalation and or corrective action as indicated.

### **Delivered Meals**

Supervise Administration staff and the rostering of meal runs to ensure that meals are delivered in an efficient way and accordance with Safe Food handling practices.

Ensure that Food Service Delivery staff are provided with, understand and implement all relevant quality procedures.

Maintain client notes, information, statistics, records, and systems as required.

Participate in the design, establishment and implementation of additional quality procedures to ensure the branch's ongoing commitment to Continuous Improvement.

## **Staffing**

Lead the recruitment of Food Services Delivery staff. Maintaining sufficient numbers of permanent/casual staff to ensure service outputs and cover staff absences.

Ensure that staff are appropriately skilled and trained to provide a quality Food Delivery service, and the monitoring of the wellbeing of clients.

Provide opportunities for one on one sessions with Food Services Delivery staff as regularly as possible and conduct annual performance reviews with each staff member.

## **Liaison**

Monitor and ensure appropriate responses to daily contact from clients regarding service delivery arrangements.

Identify clients in need of reassessment, other services or who may require care co-ordination or case management, and act on identified need by referring and liaison.

With client permission (as per Privacy Act provisions) liaise with other services as appropriate to ensure needs are met in a co-ordinated way.

Liaise with Case Management organisations to provide feedback, following up client concerns.

Constant communications and advice to other Local Government customers.

## **Administration**

Ensure the timely and accurate completion of all administrative processes essential to the operation of the Unit, ensuring timely input of data in conjunction with Administrative assistants.

Appropriate use of electronic data and communication systems such as Client Management System and active monitoring and support of staff use.

Complete statistical and other reporting weekly, monthly, quarterly and as required, monitoring service outputs, identify trends and propose solutions and innovative ideas.

Monitor capacity to meet demand (quantity and quality of service) and inform the Unit Manager about concerns and changes.

## **Continuous Improvement**

Identify, develop and trial opportunities for meals services, with a view to expanding meal options

Foster and promote a culture of continuous improvement through client and staff interactions.

Implement and maintain Continuous Improvement System standards and procedures.

## **Occupational Health & Safety**

Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.

Ensure delivered meals staff understand their legal obligation under the OH&S Act and that they receive regular training and refresher training to perform jobs safely.

### **Environmental Sustainability**

Incorporate Council's environmental sustainability objectives and targets into projects and programs.

Promote and participate in a culture of environmental sustainability.

### **Diversity & Equity**

Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

## **Employee competencies and accountabilities**

### **Competencies:**

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.
- **Drives Results:** Consistently achieving results, even under tough circumstances.
- **Plans & Aligns:** Planning and prioritizing work to meet commitments aligned with organisational goals.

### **Accountabilities:**

- Behave ethically when undertaking duties, ensure strong and effective fraud and corruption controls are established and regularly reviewed for the work area and provide advice and educate Branch staff.
- Lead risk management practice by identifying, assessing, influencing, preventing, treating and monitoring risk relevant to the role, the work area and broader organisation.
- Champion customer-centric behaviours and staff and community engagement that supports collaboration and richer outcomes.
- Implement and maintain Continuous Improvement System standards and procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Implement and maintain health and safety standards and procedures according to legislation and consistent with MoreSafe.
- Demonstrate effective leadership on OHS matters.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

## Other duties:

- Required to undertake other duties as directed.

## Organisational relationships

|                        |  |
|------------------------|--|
| Internal Relationships | All Aged and Community Support branch employees and all other employees across council.  |
| External Relationships | Service providers and other agencies, members of the community including people accessing Aged and Community Support Services. |

## Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 6 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 6, Clause 6)

### 1. Accountability and Extent of Authority:

- Undertake and oversee efficient, effective and accountable service delivery and monitoring for clients.
- Manage and respond to client complaints and feedback, undertaking appropriate documentation, escalation and or corrective action as indicated.
- Accountable for ensuring a high standard of customer service and customer satisfaction with the direct provision services.
- Actively contribute to effective resource management processes to maintain service levels and coverage during planned and unplanned staff leave and other disruptions.
- Direct input into development of policies and procedures to support best practice and quality client outcomes. This includes adaptation of our service model to the requirements of My Aged Care Gateway and Commonwealth Home Support Program.

### 2. Judgement and Decision Making:

- Participate actively as a member of the Aged and Community Support Leadership Team.
- Actively foster constructive working relationships with all Department staff, ensuring clients receive a seamless process from service referral to service delivery.
- Take personal responsibility for contributing to a genuinely collaborative culture.
- Demonstrated ability to provide solutions to complex problems and requests, however guidance and advice is usually available.
- Specialised knowledge of client welfare issues.
- Escalation and referral to appropriate organisations or agencies.

### 3. Specialist Knowledge and Skills:

- Lead the Food Service Delivery Team and facilitate continuous improvement to ensure consistent and quality outcomes for clients.
- Provide and role model and clear expectations of standards of conduct in all dealings with colleagues, the public and a vulnerable client population.

- Working knowledge of issues and trends within aged and disability services in a local government context and an ability to work collaboratively with government and non-government agencies to identify issues.
- An understanding of Food Safety Standards and relevant Legislation.
- Ability to develop solutions to continuously improve systems, work processes and practices in a collaborative manner.
- Well-developed IT skills, with a knowledge of Microsoft Office suite of applications. Knowledge of Carelink+ would be an advantage.
- Broad understanding of the delivered meals budget and budget allocation.
- Understanding of HR related practices.
- Aged Care Quality Standard and the Commonwealth Home Support Program.

#### **4. Management skills:**

- Skills in service administration, including service rostering, staff recruitment, supervision, staff development.
- Ability to prioritise tasks, develop and maintain efficient systems and work to deadlines.
- Ability to work independently and as part of a team.
- Problem solving skills.
- Leadership skills and ability to support/develop a team.
- Ability to implement personnel practices, including those related to EEO Occupational Health and Safety and ongoing performance appraisal and development.

#### **5. Interpersonal Skills:**

- Highly developed verbal and written communication and negotiation skills with the ability to communicate to a range of audiences and stakeholders.
- A professional approach to communication with the ability to communicate sensitively and with warmth and respect towards colleagues and older and disabled people and their carers with a strong customer service ethic.
- Experience and demonstrated skills in leading, developing and working in a team environment.
- Commitment to Moreland Council's values.

#### **6. Qualifications and Experience:**

- A Tertiary qualification in the Human Services (or related discipline) and/or substantial experience in a similar position.
- Experience in working with clients in health or community services, including assessing needs.
- Experience in staff recruitment, training and supervision.

#### **7. Physical Requirements of the position**

##### **TASK ANALYSIS**

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

| Condition/Activity | Constant | Frequent | Occasional | N/A |
|--------------------|----------|----------|------------|-----|
|--------------------|----------|----------|------------|-----|

|  |     |     |     |     |
|--|-----|-----|-----|-----|
| Manual handling weights -above 10kgs       | ( ) | ( ) | (X) | ( ) |
| -below 10kgs                               | ( ) | ( ) | (X) | ( ) |
| Manual handling frequency                  | ( ) | ( ) | (X) | ( ) |
| Repetitive manual work                     | ( ) | (X) | ( ) | ( ) |
| Repetitive bending/twisting                | ( ) | ( ) | (X) | ( ) |
| Working with arms above head               | ( ) | ( ) | (X) | ( ) |
| Lifting above shoulder height              | ( ) | ( ) | (X) | ( ) |
| Using hand tools – vibration/powered       | ( ) | ( ) | ( ) | (X) |
| Operating precision machinery              | ( ) | ( ) | ( ) | (X) |
| Close inspection work                      | ( ) | ( ) | ( ) | (X) |
| Wearing hearing protection                 | ( ) | ( ) | ( ) | (X) |
| Wearing eye protection                     | ( ) | ( ) | ( ) | (X) |
| Working in dusty conditions                | ( ) | ( ) | ( ) | (X) |
| Working in wet/slippery conditions         | ( ) | ( ) | ( ) | (X) |
| Wearing Gumboots                           | ( ) | ( ) | ( ) | (X) |
| Wearing safety shoes/boots (steel cap)     | ( ) | ( ) | ( ) | (X) |
| Working with chemicals/solvents/detergents | ( ) | ( ) | ( ) | (X) |
| Washing hands with soap (hygiene)          | ( ) | ( ) | (X) | ( ) |
| Working at heights                         | ( ) | ( ) | (X) | ( ) |
| Working in confined spaces                 | ( ) | ( ) | (X) | ( ) |
| Working in chillers (+4 degrees C)         | ( ) | ( ) | (X) | ( ) |
| Performing clerical duties                 | (X) | ( ) | ( ) | ( ) |
| Working on a keyboard                      | (X) | ( ) | ( ) | ( ) |
| Driving cars and/or trucks                 | ( ) | ( ) | (X) | ( ) |

Other special features (e.g. nature of chemicals, travelling requirements, etc):

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## 8. Key Selection Criteria

Tertiary qualifications in Human Services or related discipline and/or substantial experience in a similar position.

Demonstrated ability to lead and work effectively in a team environment, fostering a positive team approach to achieve branch and organisational goals.

Experience in staff recruitment, training and supervision.

Experience in Program development, design, implementation and evaluation.

Good understanding of OH&S and safe manual handling work practices.

Sound knowledge of ageing, the needs of older adults and people with disabilities and their carers, with consideration for cultural difference.

High level of computer literacy, with good experience in Microsoft office suite of products and client management systems.

Highly developed written and verbal communication and exceptional negotiation skills

Strong customer service skills with ability to resolve complex problems.

Ability to speak a community language is desirable.