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| **cid:image005.jpg@01CCE7E5.003DF810** | **POSITION DESCRIPTION** |
| Position Title: | **Team Leader** | |
| **Department/Location:** | Community Services | |
| **Employment Status**: | Please refer to letter of employment | |
| **Reports To:** | Please refer to letter of employment | |
| **Direct Reports:** | Home Care Workers, Senior HCW’s and Support Service Workers within allocated Zones. | |
| **Key Relationships/Interactions:** | **Internal:** Community Services Manager, Team Leaders, Home Care Workers and Support Services Workers, nursing team, administration team including schedulers, lifestyle team and allied health staff. | |
| **External:** Clients and their carers, referrers, other professional health staff within the community and industry. | |

**Position Statement / Overall Purpose**:

This role’s overall purpose within Anglicare Southern Queensland (ASQ) is to support the delivery of community services to an assigned group of clients, under the direction of the Clinical Nurse and Care Coordinator.

The Team Leader will assist in the facilitation and monitoring of individualised care plans which meet the needs of clients as delegated by the Clinical Nurse and Care Coordinator.

The Team Leader also supervises Home Care Workers and Support Service Workers on a day-to-day basis, assists with the orientation of new staff and provides guidance and support, including assessment of work practices, client documentation and other related activities, as delegated.

The Team Leader will work in accordance with the values of ASQ and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Requirements & Qualifications:**

1. Certificate IV in Home and Community Care or equivalent.
2. Current First Aid Certificate with CPR.
3. Current QLD Driver licence.
4. Current National Police Certificate or eligible to receive one prior to commencing employment.

**Key Selection Criteria:**

1. Previous experience in a senior Home Care Worker or supervisory role with experience in facilitating non-clinical community based services (preferred).
2. Ability to lead, manage, train and mentor team members.
3. Ability to assist with planning and managing client care.
4. Possess highly developed interpersonal skills and be able to work effectively, respectfully and collegially in team environment.
5. Demonstrated time management skills and ability to multi-skill work duties to maximise productivity.
6. Sound interpersonal, written and verbal communication skills and an intermediate level of computer skills.
7. Knowledge of Workplace Health and Safety regulations and requirements.
8. Beginner to intermediate computer skills and knowledge.

**Key Accountabilities and Responsibilities:**

1. **Accountability: Coordination of Direct Service Delivery**

***Ensure contemporary care and services are delivered to clients and carers safely and competently.***

**Responsibilities:**

* + Deliver direct care as delegated by the Clinical Nurse through a care plan;
  + Apply knowledge of funding programs to coordinate staff activities in order to facilitate direct care as delegated by the Care Coordinator;
  + Oversee day-to-day HCW / SSW client activities and assess areas for further training and development opportunities;
  + Ensure HCW’s/SSW’s work within the scope of the care plan or task list and report variations to the Care Coordinator;
  + Assess HCW/SSW work practices and make recommendations to the Care Coordinator where improvements or changes are deemed necessary;
  + Effectively communicate with and inform clients/carers regarding the client’s status, progress, and care plans as delegated by the Care Coordinator or Clinical Nurse;
  + Ensure care is delivered in a safe and competent manner by all HCW’s/SSW’s;
  + Provide HCW/SSW task supervision, coaching and mentorship as required;
  + Coordinate mandatory and professional development training of staff as required, identifying opportunities for shared training with Residential colleagues; and
  + Ensure delegated documentation is in line with organisational documentation guidelines and client management systems.

1. **Accountability: Facilitation of Client Care Plans**

***Effectively facilitate the implementation of individualised care plans and monitor for effectiveness.***

**Responsibilities:**

* Conduct care planning and monitoring as delegated by the Clinical Nurse, accurately presenting the client’s current status and requirements;
  + Develop effective care plans reflecting current client status;
  + Communicate with the client and other key stakeholders effectively about the ongoing development and review of care delivery, as delegated by the Clinical Nurse;
  + Regularly monitor client progress and liaise as necessary with the Clinical Nurse;
  + Ensure assessment and monitoring procedures comply with ASQ policies and procedures; and
* Utilise limited resources efficiently in an optimal and timely manner and in line with rostered schedules.

1. **Accountability: Staff Supervision**

***Effectively provide day-to-day supervision of a designated group of staff.***

**Responsibilities:**

* Lead and implement a client focused ethos within the Service;
* Contribute to a service culture that is productive, professional, collaborative, flexible and aligned to Anglicare values;
* Assist in the orientation of new staff;
* Assist in recruitment activities and staff performance reviews as delegated by the Care Coordinator;
* Monitor staff rostering in accordance with Enterprise Agreement;
* Provide support to staff for client issues, staffing issues and service delivery issues, as required and delegated; and
* Provide support to staff for client referrals.

1. **Accountability: Professional Conduct**

***Ensure all aspects of service delivery are performed in a manner that complies with relevant legislative, common law, regulatory requirements, professional standards pertaining to care delivery, organisational policies and procedures and the Code of Conduct.***

**Responsibilities:**

* + Conduct oneself in a manner that is consistent with professional standards and ethical principles;
  + Be aware of and ensure compliance with legislative and organisational requirements relating to quality management systems;
  + Be aware of and ensure compliance with legislative and organisational requirements relating to Workplace Health and Safety and infection control;
  + Ensure service delivery respects clients’ and carers rights, privacy and confidentiality;
* Demonstrate collegiality, respect and teamwork within the work environment, and work collaboratively with Residential colleagues;
* Demonstrate contemporary knowledge and skills by maintaining practice standards in alignment with professional requirements; and
* Actively participate in professional development activities (internally and externally) to maintain contemporary knowledge and skills as well as acquiring new knowledge and skills.

1. **Other Duties and Requirements**

* Do not, during or after employment, disclose information relating to residents, clients and staff of Anglicare or damage the reputation, viability or profitability of Anglicare services;
* Your responsibilities also extend to any tasks outlined on a duties list, or any other tasks delegated to you by your manager/supervisor, provided that those new job requirements are safe, efficient, relevant, legal and within your abilities.

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.