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| **POSITION DESCRIPTION** | |
| **Position Title:** | Team Leader, Lifestyle & Wellbeing |
| **Service/Facility/Department:** | Community Aged & Disability |
| **Direct Reports:** | Home Care and Support Service Workers, Senior Home Care Workers, Lifestyle Assistants |
| **Key Relationships:** | **Internal:** Anglicare managers and team members, CAD teams |
| **External:** Client and their carers, referrers, other professional health staff within community and industry |

**Position Statement / Overall Purpose**

The overall purpose of the Team Leader, Lifestyle and Wellbeing role is to support the delivery of community services with a particular focus on lifestyle support programs utilising the principles of social inclusion, choice and control, enablement, empowerment and independence.

The role is responsible for the coordination, assessment and review of client supports to delivery sustainable lifestyle services. Services include social support plans, day and in-home respite service activities, social support group activities, bus trips and outings for both older clients and people with disabilities. The Team Leader, Lifestyle and Wellbeing also supervises a range of workers on a day-to-day basis; assists with the orientation of new staff and provides guidance and support in work practices, client documentation and other related activities.

The Team Leader, Lifestyle and Wellbeing will work in accordance with the values of Anglicare Southern Queensland (Anglicare) and support core business by providing service, guidance and advice within this position’s specialty area.

**Position Specific Credentials, Qualifications and Other Requirements**

* Current National Police Check
* Current Blue Card with Yellow Card Exemption
* Current Queensland Driver Licence (or equivalent interstate licence) and own reliable vehicle
* Current Fist Aid Certificate with CPR
* Degree or Diploma in Diversional Therapy or Certificate IV in Leisure and Health, or equivalent

**Key Selection Criteria**

* Experience and competence in planning, co-ordinating, facilitiating and evaluating non-clinical community based services
* Ability to lead, manage, train and mentor team members
* Strong interpersonal, written and verbal communication, problem solving, negotiation and influencing skills
* Time management skills; multi-tasking capacity and the ability to work within deadlines
* Intermediate level of computer skills
* A background in the not for profit or community services sector and experience in volunteer management would be beneficial

**Key Accountabilities and Responsibilities**

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

***Ensure contemporary care and services are delivered to clients (& carers)***

**Responsibilities:**

* Collaborate to develop, run, review and enhance lifestyle programs/activities to meet the needs of clients and their carers
* Coordinate client activity groups and centre-based programs, ensuring efficient and effective use of allocated resources, according to the guidelines of the relevant funding bodies
* Design, implement, supervise and evaluate the delivery of group activity programs that focus on choice and control, wellness and enablement, and on enhancing the quality of life of clients and their carers
* In consultation with key stakeholders research, develop and implement best practice group activities applying a wellness and enablement focus
* Communicate ongoing development and review of service delivery; complete progress monitoring as necessary
* Ensure all lifestyle and care services is delivered in a safe and competent manner by team members; provide task supervision, coaching and mentorship as required
* Ensure delegated documentation is in line with organisation guidelines and systems

1. **Accountability: Facilitation of client care plans**

***Effectively facilitate the support needs of clients through implementation of individualised care plans***

**Responsibilities:**

* Oversee design and implementation of recreational activity plans and individual support plans to include a range of vocational, intellectual, physical and social activities
* Develop effective individualised care plans reflecting current client status
* Assist to regularly evaluate client satisfaction; ensure task and activity plans are adjusted to reflect feedback, as required
* Effectively document and communicate the client’s status, progress and care plans as required

1. **Accountability: Staff supervision**

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

**Responsibilities:**

* Foster a team approach that is productive, professional, collaborative, flexible and aligned to Anglicare values; lead by example
* Act as a resource to all team members in the delivery of services
* Provide support to all staff for appropriately dealing with issues, as required
* Contribute ideas for quality improvement processes, including accreditation, and assist with the implementation of change
* Assist in recruitment activities, orientation and performance reviews as delegated
* Oversee staff and volunteer rosters and ensure information is provided to scheduling teams

1. **Accountability: Coordination of service Volunteer Program**

***Provide operational support and guidance to volunteers to support service delivery***

**Responsibilities:**

* Collaborate with Anglicare Volunteer Program Manager to recruit and manage volunteers
* Oversee orientation, supervision and support of volunteers; escalate any concerns
* Complete administration and documentation as required; keep centre records current
* Support opportunities within the Service centre, including coordinating regular meetings
* Work with other key leaders in service region to ensure mandatory and optional training is provided as required

1. **Accountability: Team contribution and continuous improvement**

***Contribute to a positive team environment and continuous improvement culture***

**Responsibilities:**

* Develop and maintain positive relationships within the team
* Coordinate staff meetings; share information to improve work environment and outcomes
* Ensure compliance with legislative and organisational requirements relating to   
  quality management, Workplace Health & Safety, and Infection control
* Communicate relevant information to staff in a timely, appropriate manner
* Undertake professional development and regular training opportunities to ensure skills meet the requirements of the role

1. **Other Duties and Requirements**

* Maintain confidentiality, including but not limited to information relating to residents, clients and employees of Anglicare and do not disclose information during or after employment
* Act in accordance with Anglicare’s Code of Conduct and the organisation’s policies and procedures.
* Ensure that credentials and qualifications set out in this Position Description are current at all times
* Undertake those tasks outlined on a duties list, or any other tasks delegated to you by your manager or supervisor, provided these requirements are safe, efficient, relevant, legal and within your abilities
* Undertake work practices in a safe manner and comply with work health and safety instructions, within relevant policies and procedures
* Undergo relevant evaluations and assessments, as requested by Anglicare, to ensure that the physical and functional requirements of the role can be met

**Delegation of Authority:**

* In accordance with the Anglicare Delegations of Authority Policy.