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|  | Team Leader - Support WorkersPosition Description All Calvary ServicesVersion:1.0 |

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| **Position Title:** | Team Leader - Support Workers  |
| **Position Number:** | TBC | **Cost Centre:** | TBC |
| **Site/Facility:** | Calvary Community Care – Various Service Centres |
| **Department:** | Operations |
| **Enterprise Agreement** | Social, Community, Home Care and Disability Services Industry Award 2010 |
| **Classification:** | Award |
| **Reports To:** | Service Coordinator/ Community Engagement Coordinator |
| **Date of Preparation:** | 24 June 2016 | **Date Updated:** | March 2017 |
| **Primary Purpose** |
| The Team Leader, Support Workers is responsible for promoting quality client service delivery while ensuring clients receive the highest standard of care:* Provide mentoring to Support Workers (SWs) collectively and individually that is suitably aligned to the values of Calvary Community Care and client centred care
* Improve the performance of our SWs with coaching , annual performance reviews, participate in performance management and engagement of SWs in delivering the Calvary Customer Experience to the best of their ability

The Team Leader, Support Workers will play a key role in ensuring the activities and services provided by the support workers promote independence, enablement and wellness. The position will act as a role model and provide coaching, guidance, mentoring, and community based support to ensure clients receive the services they choose to live in their homes and communities. |
| Organisational Environment |
| At LCM Health Care our vision as a Catholic Health, Community and Aged Care provider, to excel, and be recognised, as a continuing source of healing, hope and nurturing to the people and communities we serve.Our Services include public and private hospital care, acute and sub-acute care, community care and retirement and aged care services, in both rural and metropolitan areas.As a stream of LCM Health Care, Calvary Community Care is a leading community care provider operating across Australia excluding QLD and WA. With more than 2,000 staff across 5 States and NT, Calvary Community Care provides a diverse range of community care services including domestic assistance, respite, personal and aged care. |
| Accountabilities and Key Result Areas |
| ***People and Culture:**** Practice in accordance with Calvary and relevant Government health policies and procedures, the position description, Code of Conduct and industrial agreements.
* Work in accordance with the mission and vision of Calvary and actively participate in developing a culture that promotes Calvary’s values of healing, hospitality, stewardship and respect.
* Undertake workplace assessment where required to maintain standards in accordance with policy and sector practices.
* Identify training needs for Calvary Community Care support workers.
* Monitor the delivery of quality care through workplace observations, client feedback and stakeholder information.
* Supervise and monitor the Support Worker team to meet the individual diverse and often complex needs of clients.
* Participant in the recruitment and induction process of new Support Workers.
* Ensure that client support/care is consistent with Calvary Community Care’s service delivery model
* Work in collaboration with CSO/Care Coordinator responsible for scheduling.
* Investigate and resolve complaints and incidents involving the Support Worker in a timely manner, collaborating with key staff and escalating as required.

***Service Development & Innovation:**** Support induction and on boarding activities of support workers into their role and with individual clients.
* Schedule regular meetings with support workers individually and as a team
* Demonstrate the philosophy of client centred care including the provision of a responsive and flexible service.
* Work collaboratively with Case Manager and Care Coordinators to ensure timely and consistent service delivery.
* Attend client home visits with support workers and provide individual development through the provision of practical feedback and mentoring.
* In collaboration with the Service Co-ordinator provide support worker coaching to respond to identified needs of individual clients.

***Wise Stewardship**** Attend regular team meetings and contribute towards service improvements.
* Contribute to the ongoing monitoring, review and development of quality systems.
* Utilise all tools and creative ideas to reduce duplication and ensure sound time management practices.
* Establish effective communication processes and channels with support workers and office based staff to support seamless information flow and efficient work practices.

***Community Engagement:**** Develop and maintain positive working relationships with colleagues and management.
* Represent Calvary Community Care in a positive and responsive manner in all dealings.
* Pro-actively improve the client experience by developing a strong understanding of client needs and reporting gaps in service provision back.

***WH&S Responsibilities:*** * Comply with relevant Calvary WHS policies, procedures, work instructions and requests.
* Take reasonable care of your own health and safety and the health and safety of others in the workplace;
* Advocate for support workers to ensure a safe workplace
* Participate in the review of incident data and support the implementation of action plans to provide a safe work place for all support workers
* Guidance and training to support workers linking to WHS incident reporting
* Report any incident or unsafe conditions in accordance with procedures.
* Investigate Work Health and Safety incidents and hazards in a timely fashion and ensure risk mitigation or elimination.
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| **Key Relationships** |
| Internal: | * Service Co-ordinator, Community Engagement Coordinator and Team leaders
* Support Workers
* Client Services Officer & Administration
* Case Managers and Care Coordinators
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| External: | * Clients ; family and or significant others
* Local community networks and purchasers
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| **Position Impact** |
| Direct Reports: | * NA
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| Budget: | * NA
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| Competencies: | * Influencing Ability
* Managing and Measuring Work
* Relationship Building
* Customer Focus
* Coaching
* Team Work
* Innovative Decision Making
* Planning and Organising
* Results Orientation
* Initiative
* Self-Development
* Flexible and Adaptable
* Composure
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| Selection Criteria |
| * Experience and qualifications in the aged/disability or community sector and/or people management expertise in like field;
* Mentoring skills including experience in motivating, developing and directing people in their role whilst supporting productive working relationships;
* Team player with the ability to develop and maintain effective high level working relationships across a diverse range of business, local/state/national government, employees and clients;
* Ability to understand reporting requirements and to comply with them;
* Knowledge of WHS risk assessment including manual handling principles;
* Effective time management skills with the ability to prioritise tasks and meet deadlines;
* Proficiency using the Microsoft Office Suite with the ability to learn and adapt to new systems;
* Clear verbal and written communication skills;
* Drivers licence with vehicle;
* Flexibility in spread of hours required from time to time in order to be responsive to organisational needs;
* Commitment to the company’s philosophy of providing responsive, flexible and customer focused services;
* Commitment to the values of Little Company of Mary Health Care – hospitality, healing, stewardship & respect.
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| Approvals  |
| Job Holder’s signature: | Date: |
| Manager’s signature: | Date: |