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|  | Team Leader - Support Workers Position Description  All Calvary Services  Version: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. | | | | | |
| **Key Relationships** | | | | | |
| Internal: | * Service Co-ordinator, Community Engagement Coordinator and Team leaders * Support Workers * Client Services Officer & Administration * Case Managers and Care Coordinators | | | | |
| External: | * Clients ; family and or significant others * Local community networks and purchasers | | | | |
| **Position Impact** | | | | | |
| Direct Reports: | * NA | | | | |
| Budget: | * NA | | | | |
| 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 | | | | |
| 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. | | | | | |
| Approvals | | | | | |
| Job Holder’s signature: | | | | Date: | |
| Manager’s signature: | | | | Date: | |