

Employee Position Description

| Key Position Information | | | |
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| Job Title: Active Living Centres Team Leader | | Reports To: Support Services Manager | |
| Department Name Active Living Services | | Department Code 050 | Cost Centre 3420 |
| Work Area: Operations | | Work Area Code | Initial Work Location Active Living Centre (Multi) |
| Enterprise Agreement [EA] No | Name of Enterprise Agreement Individual Employee Agreement | | Classification [per EA] |
| Incumbent N/A | | Job Description Updated | Date Effective TBA |

Primary Purpose of Job

The Active Living Centres Team Leader is responsible for leading, managing and coordinating all Jewish Care Active Living Centres (ALCs). The Active Living Centre programs will promote healthy living and aging with a focus on engagement and re-ablement. The Active Living Centre programs will be supported by current evidence of efficacy; relevant to both the ‘young’ and ‘old’ elders in the community; are reviewed and developed to move with the ageing generations and delivers a ‘product’ range that will grow the business.

Values
Commitment to Jewish Care values and philosophy, and capacity to engage with the broader community in demonstrating these values:

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| Inclusion | We embrace diversity and work together for a just and equitable society. |
| Community | Working together to strengthen our community, to build and support the capacity and resilience of individuals and families. |
| Respect | Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society. |
| Social Responsibility | Behaving ethically, with sensitivity and acting in the best interests of all. |

Dimensions

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| Direct Reports 14 | Indirect Reports Nil | Budget Financial Responsibility \$TBA | Delegated Financial Authority \$TBA |
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Role Balance

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| People – <u>percentage</u> of time getting things done through others 35% | Scheduling – <u>percentage</u> of time planning, coordinating 35% | Technical – <u>percentage</u> of time delivering based on knowledge and skills 30% |
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Key Outcomes **Key Accountabilities and Responsibilities**
Accountable = “The buck stops here” Responsible = “The doer”

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| Key Outcomes | Key Accountabilities and Responsibilities <i>Accountable = "The buck stops here" Responsible = "The doer"</i> |
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| Jewish Care Values | <ul style="list-style-type: none"> • Acts consistently in accordance with Jewish Care values, challenge practices inconsistent with these values and uses values as a basis for managing relationships and decision making • Adhere to the organisation's practice and behavioural guidelines in relation to the appropriate treatment of children • Adhere to the organisation's Code of Conduct • Report any suspicions, concerns, allegations or disclosures of alleged abuse to management |
| | <ul style="list-style-type: none"> • The Active Living Centres Team Leader is responsible for leading, managing and coordinating all Jewish Care Active Living Centres (ALCs). The Active Living Centre programs will promote healthy living and aging with a focus on engagement and reablement. The Active Living Centre programs will be supported by current evidence of efficacy; relevant to both the 'young' and 'old' elders in the community; are reviewed and developed to move with the ageing generations and delivers a 'product' range that will grow the business |
| ALCs delivers relevant, efficacious and attractive products and programs | <ul style="list-style-type: none"> • The ALCs Team Leader will maintain comprehensive knowledge of the current and emerging evidence and trends in regards to healthy ageing, reablement for elders • New programs and products are based on evidence, tested and assessed prior to introduction. This testing process will include identification and assessment of how current and potential funding sources will support the new program or product • Current programs and products are regularly reviewed and refined • The ALCs Team Leader will work in partnership with the Customer Engagement Team to promote the ALC program throughout the community. |
| ALC products and programs are easily available and accessible to all Active Living Services clients and the greater community | <ul style="list-style-type: none"> • The ALCs Team Leader will work closely with the Specialist Services Team and the Customer Engagement Team to link feedback into product and program development • The ALCs Team Leader will work closely with the Contact Centre Team, the Specialist Services Team and the Client Coordination Team to ensure ALC products and programs are an integral part of the Jewish Care Victoria offering to home care clients • The ALCs Team Leader will work closely with the Business Information and Rostering Teams to ensure that the client management system has up-to-date information and pricing is appropriately entered into the system. |
| ALCs has adequate program staff to meet the business needs | <ul style="list-style-type: none"> • The ALC Team Leader leads and coordinates the ALC team on a day to day basis. • Manages the staffing of the ALC and ensures recruitment and retention strategies that provide adequate staffing requirements to ensure customer satisfaction and business targets. • Works closely with the Specialist Services Team Leader to ensure the correct supply and mix of health specialists to deliver the agreed products and programs • Accountable for ensuring all human resource standards set for the business (statutory, legislative, quality and organisational) are met. This will be achieved in partnership with People and Culture |
| ALC staff are skilled and educated to meet the customer and business needs | <ul style="list-style-type: none"> • Accountable for achieving the essential training requirements of the ALC team i.e. manual handling, emergency management etc • Accountable for ensuring that the ALC Team staff maintain a professional development program that ensures the ALC Team can deliver high quality services to all customer groups. |
| Team Member | <ul style="list-style-type: none"> • Lead groups as required within the standard program, provide support for any groups as it is required. |

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| | | <i>Accountable = "The buck stops here" Responsible = "The doer"</i> | |
| | | <ul style="list-style-type: none"> • Provide administration support involving but not limited to; transport booking, service coordination, personal support of the clients to access other services • Provide physical support and care as required to clients throughout the day including but not limited to; continence support, assisting with serving meals and support eating. • Perform work safely and complete tasks on time, on budget and in accordance with expectations • Concentrate and collaborate • Question, debate review with leader and peers • Develop career goals and initiate career conversations with next up manager | |
| OHS | | <ul style="list-style-type: none"> • Be pro-active in caring for the health and safety of all people within our work environment • Ensure all appropriate actions are taken to implement Jewish Care OHS processes, procedures, work instructions, training, and legislative requirements • Demonstrate initiative in implementing actions that facilitate the continuous improvement of OHS within Jewish Care | |

| Key Relationships | |
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| Internal | <ul style="list-style-type: none"> • Specialist Services Team • Customer Engagement Team • Business Information Team |
| External | <ul style="list-style-type: none"> • Other Home Care agencies • Professional network groups • Community groups |

| Role Required Capabilities | |
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| Skills (the technical skills to do the job at a high level of accomplishment) | Essential: <ul style="list-style-type: none"> • Delivery of programs in a community setting • Demonstrated ability to lead small to medium teams • Demonstrated ability in working effectively within a broader organisation • Effective communication and negotiation skills • Solution focused Desirable: <ul style="list-style-type: none"> • Marketing within the human services sector |
| Knowledge & Qualifications (the specific qualifications required and knowledge fields are ideally required of the incumbent) | Essential: <ul style="list-style-type: none"> • Tertiary Qualifications in Human Services, Nursing, Allied Health, Health Management or similar • Knowledge of aged care environment and issues Desirable: <ul style="list-style-type: none"> • Experience in community aged care re-ablement programs |

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| Experience (the scope of work experiences the incumbent ideally should have gained - including environment, timeframe and context) | Essential: <ul style="list-style-type: none">• Leading a team delivering community based programs• Passionate about improving the lives of elders in our community• Internal and external stakeholder management• Proven proficiency in the use and application of Microsoft Office and client management data bases Desirable: <ul style="list-style-type: none">• Experience in commercial health sector |
| Pre-Requisites | <ul style="list-style-type: none">• Australian Police Check• International Police Check (where relevant)• Working with Children Check (if required)• Disability Worker Check (if required)• Commitment to providing professional and safe services to all residents and clients, including children and young people• Commitment to creating an environment to ensure our clients are safe and free of abuse, neglect, violence and preventable injury• Unrestricted right to work in Australia (Visa evidence required)• Full unrestricted Victoria Driving Licence |

Employee Acknowledgement

Please sign and date to acknowledge you have read and understood this position description.

Name:

Signature:

Date:

A signed copy of the position description must be returned to:

People & Culture at 619 St Kilda Road, Melbourne VIC 3004 or P&C@jewishcare.org.au



Jewish Care proudly celebrates and warmly welcomes the rich diversity of our community and strives to be inclusive for all, including the LGBTI+ community.