

Position description

Position title:	Your Care Choice Team Leader
Job reference no:	25596
Salary:	Dependent on qualifications and experience
Classification:	Dependent on qualifications and experience
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2017
Hours:	60.8 hours per fortnight
Position tenure:	Permanent Part Time
Remuneration benefits:	<ul style="list-style-type: none"> • 9.5% Superannuation • Salary Packaging (including novated leasing) • Access to discounted private health insurance
Work unit / location:	Morwell
Reports to:	State Manager Home Care Services
Program:	Home Care Services
Contact person:	Victoria Carmody, State Manager Home Care Services, on (03) 5136 5258
Application closing date:	11.59pm Friday 20 November 2020

Why choose this role at Latrobe Community Health Service?

At Latrobe Community Health Service you'll be part of a positive and passionate workplace.

We're dedicated to providing you with career opportunities through work that is rewarding and meaningful within the community.

You'll be enabled to do a great job, providing the best services and outcomes for your clients. You'll feel satisfaction and pride in the fact you can do this consistently.

You'll work with people who are positive and optimistic in the attitudes and behaviours they bring to work. This creates a safe and uplifting environment that will constantly motivate you - and those around you - to bring their best to work.

You can learn more about Latrobe Community Health Service at www.lchs.com.au/careers

Scope of role

Reporting to the State Manager Home Care Services (HCS), the role of the Your Care Choice Team Leader is to oversee the operations and development of the Your Care Choice Program. This involves recruitment of staff and providing leadership to maintain a high quality service. You are also responsible for the supervision of Home Support Worker staff and being the first point of contact for their specific enquiries.

The Home Care Services team is made up of support workers who provide domestic assistance, personal care, respite and social support services to people within their own homes and within the community. Some of the consumers we work with are LCHS Home Care Package consumers, and others are consumers from external agencies.

Key objectives, duties and responsibilities

In conjunction with other duties as directed by the State Manager HCS, responsibilities of this position involve:

Reporting requirements

1. Process Your Care Choice Home Support Worker's timesheets and reconcile to rosters on a fortnightly basis.
2. Maintain accurate written and electronic records, collect and collate data and submit comprehensive reports as directed.
3. Meet reporting requirements both internally and externally.

Administrative functions

1. Providing staff and administrative leadership for the Your Care Choice program across Victoria.
2. Supervise staff and undertake performance review and development plans.
3. Ensure program policy and procedures reflect current proactive and are reviewed regularly.
4. On a monthly basis generate reports so that accounts can be generated and paid.
5. Monitor program budgets and ensure services purchased are within approved budgets and organisational guidelines.

Operational tasks

1. Liaise with internal and external service providers regarding referrals and to establish effective and strong partnerships.
2. Actively participate in the recruitment and selection process of Home Support Worker's as per LCHS organisational policy.
3. Conduct induction and training sessions for all Home Support Worker staff.
4. Ensure staff comply with training and other LCHS requirements.
5. Investigate and take appropriate action in relation to concerns about staff performance with the State Manager HCS.
6. Investigate complaints related to area of responsibility, and respond in accordance with LCHS procedures.
7. Apply the organisation's Risk Management Framework in regard to identifying, evaluating and minimising risk exposure for areas of responsibility.
8. Be an active member of the Home Care Services leadership team.
9. Respond promptly to requests confirming capacity to deliver services in specific areas.
10. Commitment to and facilitation of quality improvement processes and initiatives.

11. Develop a culture of effective teamwork and individual responsibility that is in line with the organisational values.
12. Manage and coach staff in accordance with the LCHS Annual Performance Review framework.

Selection criteria:

Applicants must address the selection criteria for consideration.

1. Demonstrated understanding of the issues and concerns of consumers, carers of the aged and people with disabilities.
2. Proven ability to liaise with a variety of service providers, professionals and consumers, both internal and external.
3. Demonstrated working knowledge of care coordination, brokerage and budgets.
4. Excellent listening, written and verbal communication skills with the ability to work as part of a team and independently.
5. Demonstrated proficiency in the use of Microsoft Office suite of programs.
6. Proven ability to coach staff and provide leadership to a team to provide a high quality service.

Job requirements:

Applicants must meet the following job requirements:

Mandatory

1. Tertiary qualifications or extensive experience in a related discipline.
2. Current Victorian driver licence.

Desirable

1. Previous experience in a similar role within the health industry.

Organisation Requirements

1. Latrobe Community Health Service complies with infectious disease control and immunisation requirements under legislation. This position is classified as a **Health Care Worker C** and is exempt from immunisation status requirements.
2. Latrobe Community Health Service is a child-safe organisation. The successful applicant will be required to undergo a satisfactory criminal record check from the Australian Federal Police or country of residence.
3. Prior to appointment, a police record check will be undertaken. This will be updated every three years.
4. Prior to appointment, credentialing documentation must be completed and verified.
5. Prior to appointment, preferred applicants must disclose full details of any pre-existing injuries or disease that might be affected by employment in this position.
6. This Position Description and Letter of Agreement will be reviewed from time to time in keeping with changing requirements.

We are a diverse and inclusive workplace. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally diverse backgrounds and identities, LGBTIQ+ people, people with a lived experience of disability and service personnel and their families, to name a few. We will make reasonable adjustments when required.

Approved (Job title):	Executive Director Aged and Community Care
Date:	22 October 2020

Incumbent statement

I have read, understand and accept the Position Description and this Position Description Attachment

Incumbent's Name: _____

Incumbent's Signature: _____

Date: / /