POSITION DESCRIPTION: TEAM LEADER

ABOUT ACNA

Access Care Network Australia (ACNA) is a for-purpose social enterprise that exists to create a positive impact in the lives of the people and communities we support. ACNA promotes reablement and independence through all areas of our organisation, and fundamental to this is the belief that everyone should be supported to be the very best that they can be.

Our Purpose

Our organisational purpose is to assist people experiencing difficulties as a result of factors such as age, disability, disease, carer-burden or powerlessness to access the support and services they need to live good lives. To achieve this purpose we deliver unbiased, holistic, wellness-based assessments, complemented by follow-up support (such as reablement and case management) and referrals to appropriate organisations for the provision of additional services.

Our Values

We have two core values and seek to hire staff into our organisation whose own personal values align with these. Our organisational values that guide us in achieving our purpose are:

- People being their best: We have a passion for people being the best they can be, and this encompasses everyone in our organisation, our peers and our clients.
- Always striving to learn, improve and grow: We constantly strive to learn and grow, and importantly to share our learnings to benefit our clients, funders and our organisation. By doing so we grow the impact we make in the community and create real and sustainable positive change.

Steady and Sustainable Growth

ACNA is proud of its focus as an independent assessment organisation in the social care sector. We know independent assessment is a powerful intervention in its own right, especially when underpinned by our strengths-based method, and our focus on reablement.

We continue to grow each year into new programs and new regions, and this growth brings opportunity for cross-skilling in different programs (aged care, disability, employment support) and career advancement. Our growth is founded in great people doing great work both individually and as part of teams, supported by technology, tools and systems to make that great work easier to do each day.

Flexibility

100% of ACNA's roles require our staff to be flexible from where they work each day to the projects they are working on. Examples of this flexibility are:

- **Location**: The location of your work can and will change from day to day, and you will be required to travel from home to the location/s of assessment/s. Daily travel is within a designated region agreed at the time of engagement and changed to align to program requirements in consultation with you.
- **Support with surge in other projects**: We may ask you to cross-skill in other assessment programs to temporarily support busy-times (also known as surge requirements). Interstate travel will only be required after consultation with you.

- **Mobility and Progression**: We encourage and support career mobility and progression to other roles in ACNA and encourage all of our staff to consider such options when they are on offer or needed.

ABOUT THE ROLE

As a Team Leader with ACNA you will be part of our story of steady and sustainable growth and will join us to deliver our purpose and share our values. You will bring your leadership skills, holistic assessment practice and decision-making ability to this role to lead a team of assessors. Apply contemporary leadership practices and quality processes to support your team to be their best and achieve the structured program outcomes. This role reports to the Regional/Program Manager.

Key Responsibilities:

- Leading a team of assessors (which may include a mix of telephone support assessors, wellness assessors and senior assessors) who are responsible for using designated assessment tool/s in a range of settings including in a person's home or chosen place of living
- Structuring the week to include coaching and supporting assessors, quality and audit activities, data analysis and reporting, and team learning. When required supporting the team through peak periods by conducting assessments
- Applying judgment, and supporting your assessment team to apply theirs, to a range of specified tools and assessment instruments in line with their scope of practice and specific program training to ensure that ACNA and the Commonwealth Department of Health can rely on assessments undertaken
- Participating in recruitment, onboarding and learning activities to attract, recruit and retain assessors
- Demonstrating professional leadership, including in challenging situations
- Escalating complex issues or scope-of-practice concerns to the Manager (or Clinical Director as appropriate)
- Analysing ComCare data related to team assessment activities, submitting accurate and timely documentation (via external digital tools and ACNA systems) and contributing to project reports
- Liaising with Central Intake for scheduling requirements
- Facilitating team meetings, assessment practice discussions and community of practice meetings
- Creating and nurturing a network within the sector to maintain currency on local and national issues in the sector, opportunities and solutions
- Engaging in learning activities that support continuous professional development, particularly engaging in the Leadership Development Program, and supporting your team to engage in learning and ongoing professional development
- Following guidance and sharing information as outlined on the organisational chart reporting structure

Key Accountabilities:

As a Team Leader your measures of success and Key Performance Indicators (KPIs) for this role will include, but are not limited to:

- Consistency and quality of assessments across the team
- Quantity of assessments per week across the team

- Timeliness of assessment activities include support plan reviews
- Reablement outcomes across the team
- Culture and Capability alignment of your team and your leadership practice - alignment to ACNA purpose, values and capability framework
- Satisfaction of team members in terms of development and support
- Incidents and/or complaints logged accurately in the system by the team
- Facilitation of client case discussions and/or formal community of practice meetings
- Working in line with ACNA's policies and procedures

Capability Expectations:

To be successful in this role Team Leaders must demonstrate:
- an ability to mobilise individuals and a team toward achieving common outcomes within a program
- facilitation and coaching skills to support capability growth within the team
- an ability to work independently, and as part of a wider team
- effective organisation, time management and administration skills
- excellent communication skills with a variety of stakeholders, including care recipients, families and residential aged care home staff and managers
- an ability to communicate clearly and effectively with people from a range of complex circumstances and diverse ageing journeys.
- an ability to conduct culturally sensitive Assessments for diverse groups such as with people who identify as:
  - Aboriginal and Torres Strait Islander
  - homeless
  - culturally and linguistically diverse, and
  - lesbian, gay, bisexual, transexual and intersex, and
- an ability to respond to changing circumstances that may arise
- working safely and encouraging others to do so

Quality, Health and Safety

All members of the ACNA team are responsible for their participation in quality and safety activities within the context of the role. This includes (but is not limited to) improvement actions such as audits, reviews, quality and assurance measures and drills that result in improvements to client care, staff knowledge and the consumer experience.

All duties must be performed in accordance with ACNA Policies and Procedures including the relevant Work Health and Safety legislation, Equal Opportunity legislation and relevant State Health Code of Conduct.

All ACNA team members are also responsible for promoting a positive safety culture by following all reasonable instructions relating to their own or another person's safety. This includes (but is not limited to)

- Provision of supervision to people under their direction
- Taking actions to avoid, eliminate or minimize hazards
- Seek information on any work they undertake and be aware of the risks and hazards associated with their work
- Report all incidents/hazards/injuries and
- Use Personal Protective Equipment as required and directed

Mandatory Training (completed as part of the induction process)

- Best Care mandatory online modules
- My Aged Care Statement of Attainment
- ACNA Core Method Training (for the Reablement Approach to Assessment)

Compliance requirements

- National Police check
- VEVO right to work,
- Working with Vulnerable People check (via State)
- Influenza Vaccination for current flu season
- COVID-19 vaccination when available