

Position Description

Team Leader – Out of Hospital Care



Branch	Inclusion
Award	Social, Community, Home Care and Disability Services Award (SCHCADS) – Level 6
Reports to	Executive Manager, Inclusion
Supervisory responsibilities	< 6 Reports
Budget Management	Nil
Probationary period	6 months from date of appointment
Position description created	June 2021
Approved by	Senior Manager People and Culture
Review date	July 2022

Our Values

Integrity Acting fairly, honestly, openly and consistently.

Inclusion Valuing diversity, connection, belonging and social justice for all.

Learning Improving our knowledge and understanding.

In all our connections with staff, stakeholders and participants we acknowledge and recognise resilience, and we focus on potential and capacities, not on limitations or shortcomings.

Our Behaviours

We problem-solve with our customers

We celebrate success

We treat everyone with dignity

We own our actions

We turn challenges into opportunities

Position Purpose

The Inclusion Branch is dedicated to services that support the inclusion people living with the impacts of health, mental health and disabilities in our communities. We deliver high-quality intensive support services in health and mental health, as well as delivering NDIS Local Area Coordination for people with disabilities, their families and carers, assisting them in accessing the NDIS and linking to knowledge, resources and opportunities in their communities to enable them to live the life they choose .

The Team Leader – Out of Hospital Care conducts and supports Care Coordinators to process referrals from health facilities to improve opportunities to care for people at home after hospitalisation and to prevent avoidable hospital admissions. This includes ComPacks, SASH, and End of Life packages all of which are non-clinical packages of care.

Key Accountabilities

A high level description of the most critical and important aspects of the position

- Assist the implementation of standardised administrative organisational systems, and procedures to optimise efficiency and support the achievement of quality outcomes for the program
- Support team to access the Out of Hospital Care packages and supports for eligible people and act as the main point of contact for these customers and community
- Conduct comprehensive strength-based client assessments using designated assessment tools in both the hospital and home setting
- Schedule and arrange for service provision to clients, and exiting clients from the program upon service completion while following a wellness and re-ablement approach
- Lead and support the team to develop care and service plans and maintain progress notes, monitoring and adjusting services as needed
- Supervise the team and ensure the delivery of professional, friendly and helpful frontline services which reflect the principles of the Social Futures' Practice Framework and the organisation's values, and connect participants, their families, carers and community partners to the support, people and information they need in a timely way
- Oversee and conduct quality exit interviews and transition interview when new services are undertaken or people exit the program
- Escalating complex issues or scope-of-practice concerns to the Executive Manager as appropriate
- Support and participate in business planning processes within the team / branch
- Support planning and reporting processes to ensure performance measurement, monitoring and reporting requirements are met.

Key challenges

Challenges regularly encountered in the position which describe the complexities the position is expected to manage

- Implementation of the OOHC service while managing competing priorities that support Branch goals and objectives, within a demanding and complex service delivery environment
- Work in a hospital environment liaising with stakeholders around patient needs and fitting in with LHD staff priorities and timeframes.
- Support team to work in a home environment ensuring interactions are safe, culturally appropriate and supporting to the client.
- Support remote staff virtually ensuring the same level of support staff would receive face to face

Key relationships

The key stakeholders and customers the position is expected to interact with routinely

Who	Why
Internal	
Manager	<ul style="list-style-type: none">• Report on performance against agreed measures and discuss future directions• Identify emerging issues and risks and their implications and propose solutions
Direct Reports	<ul style="list-style-type: none">• Manage, guide and support to achieve agreed goals and objectives• Provide direction, set performance expectations and manage performance and development
Team	<ul style="list-style-type: none">• Contribute to the team's achievement of its key performance indicators
External	
External customers and participants	<ul style="list-style-type: none">• Facilitate relationships to ensure services meet current and evolving needs and expected service delivery standards• Engage in service design and evaluation, to continually improve operations, service delivery models and solutions

Capabilities

Capabilities are the knowledge, skills and abilities required by Social Futures employees to perform their roles efficiently and effectively

Below is the full list of capabilities, and the level required, from the Social Futures Capability Framework. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Group	Capability Name	Level
Personal Attributes	Display Resilience and Courage	Adept
	Act with Integrity	Adept
	Manage Self	Intermediate
	Value Diversity	Intermediate
Relationships	Communicate Effectively	Adept
	Commit to Customer Service	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Intermediate
Results	Deliver Results	Adept
	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Demonstrate Accountability	Adept
Business Enablers	Finance	Intermediate
	Technology	Intermediate
	Procurement and Contract Management	Intermediate
	Project Management	Adept
People Management	Manage and Develop People	Adept
	Inspire Direction and Purpose	Intermediate
	Optimise Business Outcomes	Intermediate
	Manage Reform and Change	Adept

Focus capabilities

Capabilities which position incumbents must demonstrate immediate competence. Behavioural indicators should be reviewed in conjunction with the position's key accountabilities.

Group	Level	Behavioural Indicator
Personal Attributes Act with Integrity	Adept	<ul style="list-style-type: none"> • Represent the organisation in an honest, ethical and professional way and encourage others to do so • Demonstrate professionalism to support a culture of integrity within the team/unit • Set an example for others to follow and identify and explain ethical issues • Ensure that others understand the legislation and policy framework within which they operate • Act to prevent and report misconduct, illegal and inappropriate behaviour
Relationships Communicate Effectively	Adept	<ul style="list-style-type: none"> • Tailor communication to the audience • Clearly explain complex concepts and arguments to individuals and groups • Monitor own and others' non-verbal cues and adapt where necessary • Create opportunities for others to be heard • Actively listen to others and clarify own understanding • Write fluently in a range of styles and formats
Results Deliver Results	Adept	<ul style="list-style-type: none"> • Take responsibility for delivering on intended outcomes • Make sure team/unit staff understand expected goals and acknowledge success • Identify resource needs and ensure goals are achieved within budget and deadlines • Identify changed priorities and ensure allocation of resources meets new business needs • Ensure financial implications of changed priorities are explicit and budgeted for • Use own expertise and seek others' expertise to achieve work outcomes
Results Demonstrate Accountability	Adept	<ul style="list-style-type: none"> • Assess work outcomes and identify and share learnings to inform future actions • Ensure that actions of self and others are focused on achieving organisational outcomes • Exercise delegations responsibly • Understand and apply high standards of financial probity with public monies and other resources • Identify and implement safe work practices, taking a systematic risk management approach to ensure health and safety of self and others • Conduct and report on quality control audits • Identify risks to successful achievement of goals, and take appropriate steps to mitigate those risks
Business Enablers Project Management	Adept	<ul style="list-style-type: none"> • Prepare clear project proposals and define scope and goals in measurable terms • Establish performance outcomes and measures for key project goals, and define monitoring, reporting and communication requirements • Prepare accurate estimates of costs and resources required for more complex projects • Communicate the project strategy and its expected benefits to others

Group	Level	Behavioural Indicator
		<ul style="list-style-type: none"> ● Monitor the completion of project milestones against goals and initiate amendments where necessary ● Evaluate progress and identify improvements to inform future projects
People Management Manage and Develop People	Adept	<ul style="list-style-type: none"> ● Define and clearly communicate roles and responsibilities to achieve team/unit outcomes ● Negotiate clear performance standards and monitor progress ● Develop team/unit plans that take into account team capability, strengths and opportunities for development ● Provide regular constructive feedback to build on strengths and achieve results ● Address and resolve team and individual performance issues, including unsatisfactory performance in a timely and effective way ● Monitor and report on performance of team in line with established performance development frameworks
People Management Manage Reform and Change	Adept	<ul style="list-style-type: none"> ● Actively promote change processes to staff and participate in the communication of change initiatives across the organisation ● Provide guidance, coaching and direction to others managing uncertainty and change ● Engage staff in change processes and provide clear guidance, coaching and support ● Identify cultural barriers to change and implement strategies to address these

Selection Criteria

Comprises Essential Requirements and Knowledge, Skills and Abilities derived from the focus capabilities

- Tertiary qualifications or equivalent experience in disability, social work, social science or social welfare, health promotion or similar
- Demonstrated experience in leading a team in the human and/or social services sector and working in a support and planning environment
- Demonstrated experience in case management across client assessments and planning activities in health, aged care or disability care settings
- Excellent relationship, negotiation and conflict management skills with a proven ability to develop and maintain strong and effective relationships
- Strong knowledge of ongoing commonwealth and state funded supports clients can be transferred to if required
- Experience in implementation and monitoring of quality assurance processes across service programs, including managing risk and program evaluation
- Excellent written and oral communication, interpersonal and negotiation skills, with the ability to communicate sensitively and effectively with all people to ensure effective relationships
- Demonstrated well-developed organisational, time management and administrative skills with the ability to plan, prioritise and meet deadlines

This position will require current Police Checks and Working with Children Checks as a condition of employment, and compliance with NSW Health vaccine requirements as per Policy PD2020_017 (NSW Health) .

Inherent Requirements

Physical and psychological work environment characteristics that are inherent requirements of the position

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities	Daily
	Work in a team environment	Daily
	Work in different geographic locations	Frequently
	Be exposed to all outdoor weather conditions	Rare
	Work office hours with the possibility of extended hours	Regular
	Work in an open plan office	Regular
	Work in buildings which may have multiple stories	Daily
	Reasonably high levels of mobile phone use	Daily
	Sit at a computer or in meetings for extended periods	Daily
People Contact	Liaise with our team members	Daily
	Liaise with government, non-government, businesses, and other community organisations	Frequently
	Liaise with clients/customers	Daily
Administrative Tasks	Undertake intensive administrative tasks, which include computer work, report writing, participating in meetings and sitting and concentrating for long periods of time	Daily
	Use technology including photocopier, telephones including mobiles, fax, projectors, televisions, Skype, electronic whiteboards	Daily
Transport	Drive vehicles possibly over long distances and in all traffic and weather conditions	Regular
	Use public transport including trains, buses, air travel and taxis	Rare

Where possible Social Futures will make reasonable adjustments to enable individuals with disabilities to perform the inherent requirements of their position.

Position Evaluation

For People and Culture Team Use Only. All Social Futures positions are evaluated using a Position Evaluation System to determine position classification and salary.

Element		
1	Planning of operations, projects, services or activities typically required of the position	Level E - Planning at an operational level is necessary for periods in excess of one month affecting the work area or a range of other positions
2	Freedom of the position to act (autonomy)	Level D – Decisions are made by choosing the appropriate process or direction from policy, practices, precedent or legislation Unusual or complex problems are mostly referred to the next level of management
3	Methods of analysis commonly used to solve problems and the level of innovation and creative thinking in the job	Level D – Problems are solved by examination and analysis of a range of options derived from readily obtained sources and the selection of the best alternative
4	The level of verbal communication skills required of the position	Level D - Address contentious matters through discussion and response to achieve settlement
5	The level of written communication skills required of the position	Level D – Write correspondence and standard reports and submissions that require original content, wording, sentence and paragraph construction
6	Risk Consequence	Level C – Moderate
7	Minimum level of practical experience required of the position in addition to required qualifications	Level C – 2 years up to 3 years
8	Leadership and work coordination skills required of the position	Level D – Leadership and organisational skills are required to supervise and control a major work area or a significant program or projects The position is responsible for team building and development and for the achievement of goals and objectives
9	Number of employees for whom the position is accountable	Level B – Up to five people
10	Annual value and complexity of expenditure and accountability for budget implications required of the position	Level A1