



Position Description

Position Identification			
Position Title:	Team Leader – Home Care Packages		
Direct Reports	4-5	Indirect Reports:	External Contractors
HRIS Position Number:	2068	Effective Date:	June 2020
Location:	Merri Central		
Scope of Practice:	Not Applicable		
Delegation of Authority:	Refer to Delegation of Authority Policy		
Agreement/Classification *For HR use only	Community Health Centres (Stand Alone Services) Social and Community Services Employees Multi Enterprise Agreement 2017 <ul style="list-style-type: none"> SACSE, Level 6 		
Organisational Context			
Divisional:	Aged and Primary Care		
Program:	Home Care and Social Connection	Unit:Home Care	
Organisational Chart	<pre> graph TD Manager[Manager Home Care and Social Connection] --> TeamLeader[Team Leader Home Care Packages] TeamLeader --> ServiceCoordination[Service Coordination Officer] TeamLeader --> CareAdvisor[Care Advisor] TeamLeader --> AccountsOfficer[Accounts Officer] </pre>		
Position Summary			
<p>The Team Leader Home Care Packages is responsible for the day to day running of the Home Care Packages Service. The role is pivotal in driving service operations and business growth, providing leadership and supporting change management and continuous improvement in line with ongoing aged care reforms.</p>			
Position Accountabilities			
Responsibilities	<p>Leadership and Operations</p> <ul style="list-style-type: none"> Effective leadership and direction to inspire and empower decision making and problem solving within the Home Care Package team Support staff in the efficient and effective implementation of the Commonwealth Home Care Packages Program and Merri Health’s Strategic Plan. People management through the employment life cycle, including recruitment, orientation, performance management, development, leave, and separations. Facilitate team commitment to Merri Health values and philosophy and work 		



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to enhance the Merri culture of working collaboratively to achieve organisational objectives.

- Ensure staff have the appropriate capability to undertake the work required and promote continuous professional development and learning.
- Ensure systems, processes and operational procedures optimise effective and efficient team/service operations using a risk management approach.

Service development and sustainable growth

- Support the planning and implementation of our model of care that is customer focused and aligns with the Home Care Standards
- Identify and implement service improvements to increase market competitiveness
- Develop and deliver a marketing plan to drive the growth of Home Care Packages
- Build and maintain positive relationships with key stakeholders including relevant government agencies and services providers.
- Identify gaps in services and develop appropriate risk mitigation strategies
- Participate in the development and submission of tenders.
- Provide program advice on reform impacts on current service delivery and identify possible solutions to mitigate risk.
- Support and implement integration and collaboration opportunities to ensure consumers have high quality and safe services and care.

Compliance, Quality and Clinical Governance

- Actively promote effective relationships with brokerage service providers and ensure compliance within Home Care Standards, best practice and funding and service agreements.
- Monitor service agreements to ensure the provision of safe and high quality services and care that comply with the Home Care Standards
- Develop appropriate systems, relevant policies, processes and practices to support compliance within all funding and service agreements
- Monitor package expenditure to ensure that it is within budget and Home Care Package guidelines
- Monitor and follow up client contributions and arrears.
- Monitor quality and support compliance within the relevant Quality Framework.
- Develop operational and clinical indicators to support monitoring of service quality and safety to maximise consumer care and services.
- Prepare data, expenditure and program reports as required
- Provide ongoing evaluation of services to ensure cost effectiveness
- Ensure services are delivered under the principles of Consumer Directed Care and appropriately developed care plans that support assessed client goals, diverse needs, wellness and reablement principles within allocated package budgets.
- Participate in evaluation and ongoing review of Home Care Package Service development
- Ensure team members comply with data collection requirements ensuring targets and funding requirements are met, and good external relationships are maintained.
- Manage compliments, complaints and feedback and identify areas of improvement in line with Merri Health policy
- Undertake professional development in accordance with an annual work plan developed in consultation with the manager



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	<ul style="list-style-type: none"> • Be responsible for team outcomes and practice complies with national code for health care workers. • Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations. <p>Other Duties</p> <ul style="list-style-type: none"> • Maintain and enhance professional knowledge and technical skills by keeping up to date with new developments and relevant trends. • Undertake any reasonable additional tasks as directed by Merri Health. • Ensure compliance with all relevant legislation, funding guidelines, service standards and contractual obligations. • Practice complies with professional registration, national code for health care workers and delegated scope of practice.
<p>Safety and Risk</p>	<p>Occupational Health & Safety (OHS)</p> <ul style="list-style-type: none"> • All employees have a duty to take reasonable care for the health and safety of themselves and others affected by their actions at work, and to comply with Merri Health’s OHS Frameworks. <p>Physical Inherent requirements (PIR)</p> <ul style="list-style-type: none"> • Involves sedentary tasks requiring a low level of physical activity and alternation between seated and standing positions • Incorporates computer based activities, where employees are required to maintain a slight to moderate degree of cervical flexion for periods of several minutes at a time, occasionally sitting for periods in excess of 20 minutes • Sound upper limb joints, with the ability to withstand repetitive upper limb activity • May be required to occasionally lift and carry items weighing up to 10kgs <p>Quality & Risk</p> <ul style="list-style-type: none"> • Be proactive in risk identification, notification and management. • Comply with Merri Health’s policies and procedures • Participate in quality improvement activities and engage clients in these activities when relevant. • Ensure program compliance and undertake regular internal program audits <p><i>Merri Health is an equal opportunity employer and committed to ensuring a safe environment for children and young people. We encourage individuals of diverse backgrounds including but not limited to those from the Aboriginal and Torres Strait Islander, Culturally and Linguistically Diverse, the GLBTIQ community and those living with a disability to join our workforce.</i></p>
<p>Capabilities</p>	<p>All employees are expected to align their behaviours and utilise capabilities (or ‘soft skills’) in line with our organisational values and the level of responsibility of the position. The capabilities for this position can be found within Merri Health’s Capability Matrix.</p>
<p>Key Selection Criteria</p>	
<p>Essential</p>	<ul style="list-style-type: none"> • Tertiary qualifications in Social Work, Nursing or Allied Health and • Demonstrated experience leading a home care service and team • Demonstrated ability to translate funding guidelines and quality assurance principles into daily practice to support positive service outcomes and business growth • Relevant experience and capacity to provide effective support and



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	<p>supervision to case management and support staff</p> <ul style="list-style-type: none">• Effective communication skills both written and verbal and ability to influence desired outcomes.• Experience supporting teams through change management processes• Well developed negotiation and problem solving skills, and the ability to form and maintain relationships with key stakeholders• Computer literacy, including Excel, financial software, database management and reporting• A good understanding of the Home Care Packages Program
Desirable	<ul style="list-style-type: none">• Previous experience working with a Home Care Packages CIMS• Knowledge of the Aged Care Quality Framework and Home Care Standards• Previous experience working with budgets or other financial records• A second language
Checks, Licences and Registration	<ul style="list-style-type: none">• National Police check• Current full or probationary Drivers Licence• Immunisation Category C• Statutory Deceleration