

Team Leader **Position Description**

About ACNA

Our charter says...

Access Care Network Australia provides assessment, coordination and case management services to connect eligible people with supports that build on their strengths.

But don't let the jargon fool you. We're in business to change lives. We do that by helping our clients (and their families) get the support they need to live life their way.

What makes us tick?

Simple. We want people to be their best.

But at ACNA this isn't something we just write on a poster: 'being our best' is a way of life. It's our credo. It's a life-long personal commitment to be...

Always learning

Always growing

Always sharing.

About the role

As a Team Leader in Intake 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, excellence in customer service and decision-making ability to this role to lead a team of Intake Coordinators and Office Administration Assistants. You will support everyone in the Intake team to provide the best possible client experience. This role reports to the Intake Support Manager.

Key responsibilities

Leading a team of Intake Coordinators and Office Administration Assistants who are responsible for scheduling assessment visits and processing customer enquiries via telephone and email. When required, supporting the team through peak periods by scheduling assessments and taking inbound enquiry calls

- Participating in recruitment, onboarding and learning activities to attract, recruit and retain Intake officers
- Ensure Intake staffing levels are sustainable, adequate, and support the completion of Intake daily tasks. This includes approving or declining leave requests, ensuring rosters, shift start times and break times are adhered to, altering shifts to meet business needs and liaising with Intake Support Manager regarding staffing levels where required
- Provide effective and timely coaching and feedback to Intake team members to ensure they are adequately skilled to complete their role accurately, empathetically, efficiently and professionally. This includes the monthly completion of Call Quality, monthly side-by-side coaching, and quarterly feedback discussion identified through auditing and data analysis
- Create and sustain a team working environment where staff feel encouraged, empowered valued with the ability to achieve individual professional goals
- Ensure efficient and timely communication of changes to the Intake team and confirm understanding of these communications.
- Applying judgment, and supporting your Intake team to apply theirs, to a range of specified tools and work 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 quality of work produced.
- Demonstrating professional leadership especially in challenging situations, including escalating complex issues or scope-of-practice concerns to the Manager.
- Liaising with RAS Team Leaders for scheduling requirements.
- 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.
- Act as a point of technical escalation and support for both the Intake team members and wider members of the business unit, such as Team Leaders and Senior Clinical Assessors.

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 interactions/referrals processed across the team
- Quantity of interactions/referrals processed per week across the team
- Call quality metrics such as average After Call Work expectations, Grade of Service expectations, and Answer Rate requirements
- Adherence to roster 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
- 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 interactions for diverse groups such as with people who identify as:
 - Aboriginal and Torres Strait Islander
 - Experiencing homelessness
 - Culturally and linguistically diverse
 - LGBTQI
- An ability to respond to changing circumstances that may arise
- Working safely and encouraging others to do so

Flexibility Expectations

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

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
- Complete all mandatory training during the induction period

Compliance requirements

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

