

# Position Description

<b>Position Number:</b>	CC184
<b>Title:</b>	Team Leader Access and Navigation
<b>Classification:</b>	Band 7
<b>Department:</b>	Connected Communities
<b>Division:</b>	Community Life
<b>Reports To:</b>	Head of Ageing and Sector Support
<b>Supervises:</b>	Case Manager, Link Worker, Senior Crisis Support Officer
<b>Enquiries:</b>	Melanie Vaz, Head of Ageing and Sector Support, 9705 5200

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## 1. Position Purpose

- » Lead, mentor and supervise a small team of Social Prescribing Link workers and case managers who provide tailored information to individuals about the services and activities they need to live and age well
- » Facilitate short-term opportunities for link workers to be co-located in targeted settings (eg community and health services) and develop awareness of services and activities, including referral pathways
- » Facilitate and co-ordinate projects with a range of stakeholders to improve access and equity in service delivery

## 2. Key Responsibility Areas

### Leadership

- » Work collaboratively with the Ageing and Sector Support team to co-develop continuous improvement initiatives.
- » Participate and contribute to organizational initiatives, including policies, advocacy, frameworks and strategies.
- » Support care co-ordination activities as required with the Social Prescribing team and assist with developing appropriate interventions for at risk clients.

## **Partnerships and Capacity**

- » Develop communication collateral to promote the program, and actively participate in regular relevant stakeholder networks, continuing to promote the program to help increase/maintain referral pathways for the Social Prescribing team.
- » Actively engage with the health and community services sector with the aim of establishing effective working relationships to enhance the sustainability of the Social Prescribing program.
- » Regularly monitor program performance outcomes, identify emerging trends, service gap and access issues with the team and lead appropriate responses, leading projects with relevant stakeholders.
- » Actively participate in the evaluation of the Social Prescribing program, facilitate wider team participation, and support its recommendations.
- » Manage all Social Prescribing continuous improvement activities, including compliance and legislative requirements.
- » Report on performance against budget and participate in external funding obligations as required.

## **General**

- » Through leadership and example promote Casey's values of Dream Big, Empower Each Other and Make our Community Proud.
- » Casey City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse. It is expected that the successful incumbent of this position will adhere with the above statement whilst completing their duties.

## **3. Occupational Health & Safety Responsibilities**

- » Take reasonable care for the health and safety of yourself and others in the workplace.
- » Ensure hazards, incidents, near misses and injuries are reported immediately.
- » Support activities taken by the organisation to comply with OH&S legislation.
- » Ensure only authorised, adequately trained staff undertake assigned tasks.
- » Develop new work procedures, as required, in consultation with relevant persons.
- » Provide appropriate facilities for safe storage, handling and transport of work-related materials and equipment.
- » Actively participate in the planning and execution of Return to Work plans for employees.

## **4. Risk Management**

- » Risk Management – Employees must comply with risk management policy and procedures.

## **5. Accountability and Extent of Authority**

- » Positions in this Band may manage resources and/or provide advice to or regulate clients and/or participate in the development of policy.
- » In positions where the prime responsibility is for resource management, the freedom to act is governed by policies, objectives and/or budgets, with a regular reporting mechanism to ensure achievement of goals and objectives. Decisions and actions taken

at this level may have a significant effect on the programs or projects being managed or on the public perception of the wider organisation.

- » In positions where the prime responsibility is to provide specialist advice to or regulate clients, the freedom to act is subject to professional and regulatory review. The impact of decisions made or advice given may have a substantial impact on individual clients or classes of clients.
- » In positions where the prime responsibility is in policy formulation, the work may be of an investigative, analytical or creative nature, with the freedom to act generally prescribed by a more senior position. The quality of the work of these positions can have a significant effect on the policies which are developed.
- » All positions in this Band would have an input into policy development within their area of expertise and/or management.

## 6. Judgement and Decision Making

- » These positions are essentially problem solving in nature. The nature of the work is specialised with methods, procedures and processes generally developed from theory or precedent. The problem solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organisation.
- » In positions where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and analysis of an unspecified range of options before a recommendation can be made.

## 7. Management Skills

- » These positions require skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable despite conflicting pressures.
- » The position requires understanding and an ability to implement personnel policies and practices including awards, equal employment opportunity and occupational health and safety policies, recruitment and selection procedures and techniques, position descriptions and employees development schemes. They would also be expected to contribute to the development and implementation of long term staffing strategies.

## 8. Interpersonal Skills

- » These positions require the ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of broadly defined activities and to motivate and develop employees.
- » Employees in this Band must also be able to liaise with their counterparts in other organisations to discuss and resolve specialist problems and with other employees within their own organisation to resolve intra-organisational problems.

## 9. Specialist Skills and Knowledge

- » These positions require proficiency in the application of a theoretical or scientific discipline, in the search for solutions to new problems and opportunities.
- » Where the prime responsibility is in policy formulation, analytical and investigative skills are required to enable the formulation of policy options from within a broad organisation-wide framework.

- » An understanding is required of the long term goals of the wider organisation and of its values and aspirations and of the legal and political context in which it operates.
- » Knowledge of and familiarity with the principles and practices of budgeting and relevant accounting and financial procedures may be required.

## 10. Inherent Physical Requirements

- » Use a computer
- » Drive a vehicle or alternate method for travelling to meet with representatives from other organisations

## 11. Qualifications and Experience

- » Tertiary qualification in the social sciences (Bachelor level in community development, social policy, human services, allied health) and/or other qualifications with substantial experience leading projects and teams within the community services sector
- » Highly developed interpersonal and communication skills with experience in effective stakeholder engagement and management
- » Demonstrated experience in project management, addressing social barriers highly desirable
- » Knowledge of the aged and disability/community services sector, with demonstrated experience in capacity building initiatives
- » Demonstrated experience in effectively managing staff and developing high performance teams that foster growth, continuous improvements and culture of learning
- » Understanding of the needs of people in the community who may have vulnerabilities such as age/disability/health conditions/ CALD background.
- » Highly developed analytical, negotiation and problem-solving skills
- » National Criminal History Check
- » Working with Children Check

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### Contact City of Casey

03 9705 5200

**NRS:** 133 677 (for the deaf, hearing or speech impaired)

**TIS:** 131 450 (Translating and Interpreting Service)

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### Customer Service Centres

#### Narre Warren

Bunjil Place,  
Patrick Northeast Drive

#### Cranbourne

Cranbourne Park  
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