

Position information

Position Title:	Social Support and Community Transport Team Leader
Classification:	Band 6
Reports to:	Service Delivery Coordinator
Division:	Community and Customer Experience
Department:	Community Care

Our strategic context

Council Plan Vision Achievement

We partner with our community to protect and care for the community of life in Bayside making an inclusive, active, healthy, connected and creative experience for all.

Position Purpose

To lead staff in the development and implementation of a range of interest-based activities for older people and people with disabilities in order to increase their socialisation opportunities and to optimise their emotional and physical functioning.

To coordinate Council's Community Bus Service.

Position - Responsibilities

Responsibility	Outcomes
Provide leadership, coordination, support and supervision to the social support and community transport teams.	• Staff are fully conversant with their role and responsibilities • Staff performance is maintained at the required standard • Staff are clear about how their performance impacts on the service

Provide regular and individualised feedback and participate in an annual performance planning session with each staff member	• Staff culture survey results indicate high levels of engagement and satisfaction
Monitor the ongoing health and well-being of clients and their carers and make appropriate referrals for review and/or reassessment.	• Clients receive required services • Clients are referred for higher level care as required • Clients have a current support plan
Ensure the Social Support and Community Transport programs operate effectively and efficiently A Food Safety Plan is maintained Provide a safe work environment for staff, volunteers and clients	• Programs operate within approved budget • Programs operate at maximum utilisation • High level of client, carer and family satisfaction • Audit requirements are met • Council's community buses meet all regulatory and vehicle maintenance requirements • A safe environment is available for staff, volunteers and clients and suitable PPE for staff and volunteers
Maintain client records and ensure the security of all confidential client and service information	• Information reflects interactions, agreed outcomes and is retrievable • Client confidentiality is maintained and information secured
Actively participate as a member of the Community Care team, within a culture of continuous improvement and in accordance with Council's values and behaviours.	• Operational and process improvements are identified and shared with the team • Values and behaviours are role modelled.

Position - Organisational Relationships

Key Internal Contacts:

Community Care staff
Other Council staff

Key External Contacts:

Clients, their carers and family members
Health and service provider professionals
Similar positions in other councils

Position - Delegations

Financial Delegations: As per Financial delegations

HR Delegations: As per People and Position delegations

Position – Skills and Competencies

Accountability and Extent of Authority	Under the direction of the Service Delivery Coordinator and within relevant legislation and the policies and procedures of the Council, the officer is responsible for: • Providing professional advice, leadership and management support to social support and community transport staff. • Developing appropriate service specific plans and identifying the need for referrals to other required services. • Decision making and actions that may affect the quality of service provided or individual members of the community but is always subject to review.
Judgement and Decision Making	Judgement is exercised within the framework of Council policies, procedures and well-defined practice. • The Officer is required to make decisions based on established policies and guidelines and utilising previous experience and training. • Guidance and advice would usually be available within the time required to make a choice.
Interpersonal Skills	• Ability to gain cooperation from clients, their carers and staff. • The ability to work within a team environment. • Well-developed conflict and problem resolution skills. • Well-developed written and verbal communication skills.
Qualifications and Experience	• Qualification in a health, allied health, social science, management or related discipline. • Minimum of three years' experience in staff leadership and management. • Knowledge and understanding of aged and disability services in a community setting. • Demonstrated knowledge and experience in Microsoft Office applications.

	• Previous experience with Aged and Disability Services software would be an advantage. • Current Victorian drivers licence and access to a safe and appropriately registered and insured vehicle. • The successful applicant must be prepared to undergo a Police Check and ongoing police checks every three years.
Specialist Skills and Knowledge	• An understanding of the needs of and issues affecting older people, people with disabilities and their carers. • The ability to communicate with older people, people with disabilities and their carers. • An understanding of the services available to meet the needs of older people and people with disabilities. • Good planning skills that focus on positive outcomes for clients. • An awareness and understanding of the Occupational Health and Safety Act 2004, Equal Opportunity legislation and Disability legislation.
Management Skills	• Demonstrated leadership and staff management skills and a capacity to support and develop a team of staff working in isolated situations. • Well-developed time management and organisational skills. • The ability to liaise with service deliverers and to facilitate innovative service solutions. • The ability to work with a team of staff promoting a positive commitment to a customer service culture.

What we are all responsible for



Values and Behaviours

- Embrace and live the shared values of Bayside City Council: Respect Each Other, Own It, Work Together, Find Better Ways.
- Reflect these values in how we do business and how we treat each other, our customers and our community members.
- Work in a manner that reflects the agreed Team Behaviours.



Code of Conduct

All employees are required to comply with the standards of behaviour that are outlined in the Code of Conduct. The Code of Conduct sets the expectations Council has of all employees, as well as the expectations that employees can have of Council. It helps us to understand our responsibilities in terms of:

- Adhering to Council policies and procedures, and the law.
- Dealing with Council Property.
- Corporate Obligations.
- Personal Conduct.



Customer Service

We are committed to being a customer-focussed organisation that delivers excellent and effective customer service at all levels. By engaging with the community, delivering simplified processes, and exceeding expectations, we are committed to customer service that will be:

- Easy to deal with.
- Empathetic.
- Effective.
- Trusted.



Diversity, Equity and Inclusion

We are focused on creating a psychologically safe culture where our people feel respected and free to speak up. A culture where:

- Inclusivity becomes a conscious standard practice.
- We have a safe workplace where people are respected, heard and valued.
- We have a thriving high-performance culture.

- We are able to achieve our strategic goals.



Safeguarding Children and Young People

We are committed to building a culture that keeps children and young people we support and engage with safe from abuse through:

- Promoting the safety and wellbeing of children and young people to whom we provide services.
- Ensuring that our interactions with children and young people are consistent with the Safeguarding Children and Young People Policy and Safeguarding Children and Young People Code of Conduct.
- Speaking up and reporting any suspicions, concerns, allegations, or disclosures of alleged abuse, by staff and those with whom we interact.
- Following policies and procedures for safeguarding children and young people.
- Maintaining a valid Working with Children Check.



Workplace Health, Safety and Wellbeing

- Read and comply with all OHS policies and procedures in relation to your OHS roles and responsibilities.
- Immediately report all hazards and incidents, following the appropriate processes and using the online hazards and incidents form.
- Work in a manner that will not endanger yourself or any other person.
- Assist new employees in the use of proper work practices and procedures.
- Use personal protective equipment clothing or equipment (PPE) provided as instructed by your supervisor and report any defective or damaged PPE.
- Not attempt any task unless you are capable and competent to carry out the task.



Sustainability

- Demonstrate individual responsibility and commitment to sustainability by complying with Council's internal policies and guidelines.
- Participate in staff initiatives and change campaigns to reduce impact on the environment, including energy and water efficiency, recycling and avoiding waste, zero carbon transport and sustainable procurement.

Bayside City Council proudly acknowledges the Bunurong People of the Kulin Nation as the Traditional Owners and Custodians of this land, and we pay our respects to their Elders past, present and emerging.