

Position title:	Regional Aged Care Team Leader	Reporting to:	Program Manager Aged Care
Program:	Aged Care	Location:	Alice Springs
Approved:	General Manager Operations	Date:	JULY 2026
Comments:	This role involves working in diverse settings including a consumer's home or community setting, occasional out of hours work and participation in the On- Call roster as required		

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will work as a collaborative member of the Aged Care Team and operate in line with the Aged Care standards, organisational requirements, and program guidelines. As the Alice Springs based Aged Care Team Leader, you will assist in the development and review of Care Plans that enable consumers to achieve goals, enhance quality of life and are within individual consumer budgets or grant allocations. You will fulfil your duty of care, respect choice and maintain communications with consumers and their representatives / family / carers. You will provide effective supervision and support to Alice Springs based support workers, third party providers. Assist to ensure administration, data and financial records are current and support group activities, consumer forums and continuous improvement efforts. Your work will involve Support at Home (SAH), the Commonwealth Home Support Program (CHSP), restorative care, fee for service work and or any new programs that emerge from the national Aged Care reform process

Selection Criteria

Position Specific Requirements

1. Minimum qualification of diploma in Human Services / Health / Community / Disability or equivalent, or extensive experience working in a similar role (essential)
2. Experience in planning, co-ordination and delivery of services to older people who live at home including care assessments and the development and review of care plans
3. Proven interpersonal skills including ability to communicate effectively with consumers from Aboriginal and Torres Strait Islander and diverse cultural and language background and their representatives / families / carers
4. Working knowledge and understanding of Aged Care related reforms, legislation, compliance requirements, quality standards, the role of the Aged Care Quality and Safety Commission and the My Aged Care (MAC) portal
5. Demonstrated administration, data entry, finance, and ICT skills along with the ability to maintain comprehensive case notes, produce reports and monitor consumer and program budgets.
6. Knowledge of aged care and community services sector, regional service system and local providers
7. Ability to co-design, coordinate and or support implementation of social and activity groups, consumers forums, feedback, and continuous improvement processes
8. Demonstrated effective staff supervision, mentoring and support skills. With the ability to ensure staff use consumer centred practices and provide high-quality culturally safe care
9. Demonstrated productivity, good organising skills, ability to manage competing demands, team orientation and proven contributor to sustaining a productive, cooperative, and friendly workplace

10. Willingness and availability for occasional out of hours work and participation in the On Call roster as required

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe)

Key Responsibilities

1. Provide professional consumer focused and culturally safe care coordination for older people (frail aged)

- Engage respectfully with consumers (and their representatives / families / carers) ensuring dignity, privacy, confidentiality, and professional boundaries are maintained.
- Provide direct line support to Aged Care, care partners rostering officers and support workers
- Provide support and guidance to Aged Care support workers in Alice Springs
- Assist with Aged Care consumer assessments, and the development of care plans and scheduling supports and services ensure consumer's needs, goals and preferences are met wherever possible, and that plans are within budget.
- Complete care plan reviews in line with requirements. Consider and be responsive to the changing needs and circumstances of each consumer when scheduling and or adjusting supports and services.
- Ensure consumers cultural and language needs are understood and respected and that scheduled supports, services and information resources are culturally safe and that interpreters are used where required.
- Undertake timely home / risk assessments (and reassessments) with a focus on safety, prevention and fulfilling your duty of care. Comply with internal and external incident management, escalation, documentation, and reporting requirements.
- Combine feedback from providers and family members, insights from Support Workers and your observations regarding consumers well-being, behaviour, and circumstances - escalate /report changes or concerns to Manager / others as required.
- Provide direct support to consumers, undertake out of hours work and participate in the On Call roster as required.
- Complete other tasks that are commensurate with your skills, knowledge and qualifications including acting higher / different lateral duties and or additional tasks / projects as directed

2. Maintain consumer records, program administration and service promotions.

- Maintain comprehensive consumer records, file notes and service documentation. Ensure data entry, case files and financial records are up to date and ready for audit and/or provision to external authorities as required
- Support growth and sustainability of aged care services by fielding initial enquiries, responding to referrals and promoting available services within the sector, consumer networks and community
- Maintain positive and meaningful connections with internal and external stakeholders, service providers and the aged care sector. As required represent Anglicare NT at external meetings and forums

3. Provide strengths-based staff supervision, contribute to the team effort and overall program performance

- Provide supervision, mentoring and practical assistance to designated Support Workers under guidance from the Aged care Program manager and where required undertake staff reviews, maintain records, approve rosters / leave in timely manner.
- As required assist with recruitment, onboarding, induction, job orientation and in-service training of Support Workers on practices, processes, systems, organisational and program requirements

- Ensure Support Workers receive specific orientation and in-service training on consumer needs, supports and circumstances; prioritise efforts where there are short notice roster changes and or staff do not know the consumer.
- Contribute positively to Aged Care Team meetings including general business, consumer updates and reviews, quality, risk and WHS updates, practice guidance, program planning and in-service training.
- Provide input, mentoring and guidance to Support Workers on complex consumer care matters; contribute to and or facilitate individual care meetings and high-risk review meetings.
- Maintain a safe working environment in accordance with legislative requirements and policies and procedures, with a strong focus on prevention, mitigation of risk, effective planning, and reflective practice

4. Comply with legislative and practice requirements, quality standards and support continuous improvement.

- Maintain knowledge and understanding of Aged Care related reforms, legislation, compliance requirements, quality standards, Aged Care Quality and Safety Commission and My Aged Care (MAC) portal.
- Promote and support implementation of consumer feedback and complaints processes; ensuring consumers have options and escalation pathways to senior management and external mechanisms
- Contribute to aged care related self-evaluations, file audits, continuous improvement efforts, the Aged Care Quality and Safety Commission assessments and ad hoc departmental audits
- Support integration of learning's from consumer, family/carer and stakeholder feedback, lived experience perspectives, complaints and investigations into improved practices and procedures

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).

This position is graded at an Award Level whereby staff can be allocated for supervision on a temporary or permanent basis.

This position may be asked to provide supervision to students on field placements (where an employee has the qualifications to do so) and / or on the job assistance to new entrant employees.