

Team Leader Home Care

Position Description



Position number	Multiple Positions
Directorate	Community Services
Department	Home Care Services
Immediate Supervisor	Coordinator Home Care - Community
Supervising Positions(s)	Senior Home Care Assistant Home Care Assistant (Multiple)
Level	OP 4 - Operational

Position Approval 
20/01/2026 Ainsley Roscrow Executive Manager Aged and Childrens Services
Review and Approval Date

Position Objective

With support of Home Care Manager, ensure the delivery of quality, culturally appropriate services to aged and disability clients in an identified community, and lead the delivery of the School Nutrition Program to the community school.

Key Duties and Responsibilities

- Lead a team of Home Care Assistants to undertake direct delivery of services to clients, including but not limited to; meal preparation and delivery, laundry and transport, personal care including showering and toileting, cleaning client rooms and yards, shopping assistance, referrals to clinics and senior staff, social support, wood collection, and bush trips.
- Ensure all services identified in individual Client Care Plans are delivered to the clients through the routine collection of daily service data, to include any changes or deviations, for accurate reporting requirements up to department management.
- Promptly report all complaints received from Home Care Clients.
- Welcome and support current and potential clients to understand our services and explain monthly statements as required.
- Develop and implement a daily work plan for the local home care team, to include creation and implementation of staff work rosters - ensuring sufficient staff levels are maintained as needed daily, and all leave policies and processes are followed.
- Mentor and train Home Care assistants to develop relevant skills related to the home care service delivery. Additionally, Facilitate the participation in ongoing professional development of staff, including identifying and reporting training needs up through department management.
- Actively contribute to the local community recruitment and performance management of staff.
- Ensure the home care centre is cleaned and maintained, including reporting and following up on outstanding maintenance issues.
- Plan food orders and oversee deliveries to include safe and secure food handling and storage.
- Liaise with schools to ensure appropriate delivery of School Nutrition Program
- Liaise with Council Service Coordinator and other Council staff as required.

Skills and Attributes

- Ability to lead, motivate and mentor team members to foster independence and increase local ownership of the service.
- A positive, professional, and Collaborative approach to decision making, with an ability to weigh options and lead the team forward, whilst planning ahead for unexpected challenges.
- Literacy, numeracy and computer skills to effectively collect data and complete standard reports.
- High level of communication skills to enable effective communication and resolve routine problems with stakeholders within a diverse range of literacy and service delivery understanding.
- Prior experience working in remote communities and Indigenous Australians

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Role Requirements

Essential

- Certificate 3 level qualification in Aged Care or related field, or a willingness to take on and actively work towards completion of the relevant qualification.
- At least 6 months of experience in a supervisory position in human services or hospitality fields.
- Current NT drivers licence
- Demonstrated ability to work in a culturally & linguistically diverse environment.
- Must obtain and maintain NT Working with Children (Ochre) Card
- Must have satisfactory completion of a Criminal History Check
- Excellent understanding of client needs and family dynamics in a remote indigenous context

Desirable

- Current First Aid Certificate or the ability to obtain one
- Safe food handling certificate and Domestic cleaning qualifications
- Previous experience in working for an organisation operating across multiple sites
- Demonstrate understanding of client needs and family dynamics in a remote indigenous context

Travel Requirements

This position is based in community and may occasionally require work travel to other remote communities and Alice Springs – including overnight stays – in the MacDonnell Regional Council area of service.

Physical Requirements

The role requires the following physical aspects:

- Sitting and/or standing for extended periods
- Working indoors in an office environment
- Manual handling of objects above 15Kg
- Repetitive bending and twisting
- Working outdoors in direct sunlight

Employee Declaration

I have read and fully understood the position requirements as outlined in this document.

Signature

Date

Position Reporting Structure

