

POSITION DESCRIPTION

POSITION TITLE	Aged Care Services - Team Leader		
POSITION OVERVIEW	This role is responsible for ensuring CHSP operations- coordination, facilitation, monitoring, and provision of high-quality service delivery, are provided to our CHSP service users. This position excludes Assistance with Care and Housing (ACHA)		
CLASSIFICATION	WCS Level 6	SERVICE AREA	Aged Care- Disability, Mental Health, and Aged Care
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time <input type="checkbox"/> Casual		HOURS PER WEEK 38 hours
LOCATION	Callam Office		
IMMEDIATE MANAGER	Manager, Aged Care		
INDUSTRIAL AGREEMENT	Woden Community Service Inc – Caring for our People, Building our Capability to Serve, - Enterprise Agreement 2021-2023		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	4 Coordinators	NO OF INDIRECT REPORTS	15 in-direct staff and Volunteers
KEY RELATIONSHIPS			
INTERNAL	Internal CHSP and CASP Programs		
EXTERNAL	Aged Care service users and Home Care Package brokerage		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> ▪ Support the Aged Care CHSP team in their daily operations to ensure high-quality service delivery is provided to our service users, and delivered in accordance with our CHSP contract This includes ensuring the rosters for Transport and in-home services are well-coordinated ▪ Support recruitment, retention, and workforce planning activities for direct service, and provide supervision to Coordinators ▪ Respond to incidents, feedback, and complaints, in a timely manner and provide guidance and support to staff. ▪ Ensure the CHSP operations, embed a Reablement approach in service delivery that build on individuals' strength and goals, with the objective of fostering greater independence and, where possible, less reliance on care services. ▪ Actively participate in ongoing quality improvement activities and ensure the team is supported to maintain the service line Continuous Improvement plans and work to the Aged Care Action Plan ▪ Assist the Manager in Aged Care Services to lead and develop strategies and working plans to improve the efficiencies and financial viability of the direct service program. ▪ Participate in the on call roster to support staff 6am-9am & 5pm-7pm weekdays. ▪ Actively participate in working towards the Aged Care Quality and Safety Standards ▪ Regularly evaluate personal performance and actively seek opportunities to develop professionally and personally. ▪ Actively demonstrate an understanding of the importance of personal and professional boundaries, ethical behaviour, policies, and procedures. 			

- Work in accordance with workplace health and safety guidelines and follow WCS' Policies and Procedures.
- Apply workplace Diversity and Equity principles.
- Model WCS' Purpose, Code of Conduct, Values, and behaviours.
- Apply National Principles for Child Safe Organisations, as applicable for the role.
- Perform other duties as directed by the Manager.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> • Relevant tertiary qualifications and/or experience in Aged Care Services, Disability or similar community services. • Strong attention to detail, time management, problem-solving and organisational skills. • Highly effective verbal and written communication skills that ensure effective sharing of information and support to staff and participants. • The ability to work in high pressured environments, with limited supervision. • Technical training skills, including the ability to use software systems to an excellent proficiency. • The ability to work with complex participant/support worker situations, forecasting and managing risk within a community services environment. • Proactive approach to service delivery, including being a motivated self-starter and having the ability to work flexibly and effectively within both a multidisciplinary team and under minimal supervision. • Commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. • Current COVID-19 vaccination, Driver's Licence, Working with Vulnerable People Check and National Police Check. 		
Desirable	<ul style="list-style-type: none"> • Current First Aid Certificate. • Experience with client management databases. 		
Other	<ul style="list-style-type: none"> • Flexibility to work outside nominated hours if required. • Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration. 		
Document History	Original: June 2022		Version: V1.2
Employee's name		Signature	DATE