

# Position Description

## POSITION DETAILS

<b>Position Title</b>	Regional Assessment Service (RAS) Team Leader / Trainer		
<b>Reports to</b>	Regional Assessment Service (RAS) Manager		
<b>Business Function</b>	Regional Assessment Service	<b>Employment Terms</b>	Common Law
<b>Direct Reports</b>	0-3	<b>Salary Band</b>	Salary Band E – Professional and Supervisory
<b>Indirect Reports</b>	0	<b>Location</b>	Northern Territory

## REPORTING RELATIONSHIPS

<b>Internal Key Relationships</b>	All ARRCS employees and supporting services.
<b>External Key Relationships</b>	Family and clients who have lodged assessments and referrals.

## OUR ORGANISATION

ARRCS work began in 2014 with aspirations to improve the quality of life for people living in regional and remote areas of Australia. Today, our commitment remains stronger than ever. We provide support to people across the Northern Territory through Residential Aged Care and Disability Services, Mental Health support, Childcare and Regional Home Care services and School Nutrition programs. We take a holistic approach, and a deep respect for all Elders and Aboriginal Cultures is at the heart of our work.

## OUR COMPANY VALUES

Compassion	Respect	Justice	Working Together	Leading Through Learning
Through our understanding and empathy for others, we bring holistic care, hope and inspiration	We accept and honor diversity, uniqueness and the contribution of others	We commit to focus on the needs of the people we serve and to work for a fair, just and sustainable society	We value and appreciate the richness of individual contributors, partnerships, and teamwork.	Our culture encourages innovation and supports learning.

## PURPOSE

This position conducts assessment and referrals and will be the reference point within the RAS team for expertise in reablement, assessment techniques and communication, linking available services and the identification and requirements and understanding clinical needs. This role leads the assessment team ensuring thorough assessments are conducted that promotes client choice.

## KEY RESPONSIBILITIES

### Service Delivery

- Work constructively with the RAS Manager in planning, monitoring and reporting on the direction, focus and standard of quality within the service.

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- Build and retain a mobile team of flexible, skilled, and committed staff through effective leadership and change management principles, consistent with ARRCS processes and expectations.
- Establish and maintain effective networks and partnering relationships with key internal and external stakeholders.
- Advocate on behalf of the RAS to ensure effective service delivery and customer satisfaction.
- Provide escalation point for client assessment feedback/complaints.
- Ensure that services are delivered in accordance with contractual agreements and guidelines set by the relevant Government departments including delivery timelines and meeting contracted price.
- Maintain the central client record system for clients through monitoring and reviewing the status and progress of all open assessments.
- Ensure client care is assessed in accordance with RAS processes and guidelines, taking into consideration each client's needs and ensuring their choice and control throughout the entire process.
- Assist with the preparation, participation and addressing results of accreditation/service reviews.
- Conduct basic HR activities including: recruitment and selection, develop training and evaluation materials for learning and development, conduct training programs and evaluate individual staff performance.
- Undertake other duties as required/directed as service needs change or grow (consistent with the above, within the scope of the position and any applicable Duties List and any other legal or industrial obligations).

## Reporting, Administration and Documentation

- High level of computer administration skills including the management of Health care related databases (Procura / ComCare or similar)

## Quality, Safety and Risk Management

- Commitment to ensuring quality services are delivered to both internal & external clients through the quality, safety, and risk management system. Act in accordance with all relevant external legislation and internal ARRCS policies and procedures that relate to this position and the organisation.
- Understand the importance of the quality and safety system at ARRCS and assume responsibility for the delivery of the system through.
- Active participation in quality improvement activities.
- Actively participate in staff meetings
- Demonstrated knowledge of the Fire Safety and Evacuation Procedure
- Working knowledge of the ARRCS Infection Control, WHS and Manual Handling policies and procedures with an emphasis on promoting compliance amongst team.
- Be aware and comply with all Standards and Guidelines for Aged Care Services.
- Exercise due care and economy in the use of ARRCS equipment and supplies.

## Personal Accountability

- Compliance with ARRCS's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of elderly and children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with ARRCS employees and external stakeholders in accordance with ARRCS's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.

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- Actively participate in initiatives to meet Reconciliation Action Plan and empowering of First Nations people within our employment and for those we serve in our positions.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e., equal employment opportunity, health, and safety) and mandatory training specific to position.

## SELECTION CRITERIA

Key skills and experience that the applicant requires to qualify for the role:

### Qualifications – Essential

- Tertiary qualification in Business Management or, Health Management or a related discipline.
- Completion of the relevant My Aged Care & NASF Systems training or willingness to complete.
- Current NT Drivers Licence.

### Qualifications – Desirable

- Tertiary qualification and / or registration in Nursing or Allied Health.

### Experience

- Understanding of clinical needs assessments; including the requirements of ACAT's and comprehensive understanding of clinical terminology in relation to assessments.
- Demonstrated effective interpersonal and written communication skills, including intermediate computer skills (e.g. Microsoft Office Suites and Databases).
- Knowledge and understanding of relevant legislative frameworks, standards and government funding requirements and guidelines.
- Experience in leadership and mentoring and management of a small team.
- Experience in aged care and / or community care related field

### Mandatory Requirements

- NDIS Worker Screening or current Working with Children Card
- Current Influenza Vaccination
- COVID 19 Vaccination + mandatory Boosters
- National Police Check – Dated within 3 months.

### Duties Statement

It is not the intent of this position description to limit the scope of this position in any way but to give an overview of this role at Australian Regional and Remote Community Services. You will at times be required to work on other tasks and areas as directed by your manager or the ARRCs Leadership Team. By signing your contract of employment, you accept and agree to the role and responsibilities as outlined in this position description.

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