

# Team Leader

## Home Support Team Members



### The purpose of this position

The **purpose** of the position is to lead a team to deliver high quality, effective client services aligned to organisational, service, and individual client outcomes.

### About the position

- This position is part of is within Ageing & Carers directorate.
- It's part of the Ageing team.
- This position **reports to** the Deputy Manager, Ageing.
- This position allows for flexibility.
- The position leads a team.
- The position is designated Band 6 under the ***Schedule of Authorities and Delegations***.
- The position is a:  Budget holder  Has designated revenue or billing targets.
- This position maybe advertised externally as Team Leader Home Care Workers, Team Leader Ageing.

### Key areas of responsibility

- Lead a team ensuring services can be provided to clients in a way that maximises client outcomes and meet organisational, portfolio, service, funding, and external compliance objectives.
- Provide professional leadership, guidance, support to ensure the team's work is commercially effective and sustainable, identifying opportunities for process improvement or more effective ways of working.
- Evaluate the quality-of-service delivery, client plans and client outcomes against service, funding, and compliance objectives on a regular basis. Identify gaps in delivery and work with the team to build capability and/or improve service design.
- Undertake practice monitoring and quality practices to ensure good outcomes are achieved for clients and services delivered are in accordance with legislative and policy requirements.
- Work with team members to help them understand and achieve performance expectations, build their capability, provide regular recognition, develop, and utilise talent in the team, and identify and achieve improved client outcomes and increase employee engagement.
- Provide regular structured supervision for staff and as required to monitor, review and report on team performance in line with practice guidelines and agreed service standards.
- Support team members to understand the vision, values and direction of the organisation and translate them so the team understands how they relate to their everyday practice.
- Identify learning needs within the team, and appropriate learning opportunities both within and without the organisation, liaising with the Deputy Manager, Manager, Clinical Nurse Consultant, Practice Support and learning and development team as appropriate. Develop and facilitate learning opportunities when appropriate.
- Work with staff, clients, and other stakeholders to find appropriate resolution to concerns.

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- Manage performance processes such as time and attendance, leave, learning, and injuries in conjunction with National Office specialists and the Manager as required.
- Support the Deputy Manager to ensure the smooth operation of the team, including providing relief during periods when the Deputy Manager is on leave.
- Work collaboratively with staff across the organisation and with the community and develop and maintain effective relationships and networks with relevant community partners, referral agencies, and relevant community groups, including attending networking meetings and forums where requested.
- Comply with mandatory reporting requirements that apply to the service.
- There is a requirement for mobile working in this position as per client need and the operation of The Benevolent Society.

### Key outcomes

#### When things are going well, we would expect to see these outcomes:

- Services delivered to clients by the team are effective and in line with organisational and funding requirements.
- Outcomes for clients are maximised through a collaborative approach where practice experience and services across the team, The Benevolent Society and our partners are brought together to achieve better overall outcomes.
- The team is engaged, feels supported in their workplace, and have a line of sight between their work and the vision and expectations of the organisation.
- Services are well coordinated, with clear processes and expectations in place.

### Key Capabilities

#### Essential criteria

- Relevant qualifications (e.g. social work, human services, aged care, community services or health) and/or relevant experience.
- Demonstrated experience leading a small team to maximise outcomes for clients.
- Previous operational experience in the area related to the service, including leadership experience, where applicable.
- Excellent understanding of the service's operating environment.
- Demonstrated understanding of vulnerability and risk indicators relating to the client group of the service.
- Demonstrated experience working with, and/or knowledge of regulatory and compliance frameworks relating to the service.
- Demonstrated understanding of (and experience working with) contemporary theoretical and practice frameworks in area of service delivery.
- Experience in identifying opportunities for and implementing quality improvements within programs or services may help you to succeed (but aren't essential).
- Sound understanding of the principles of integrated service delivery and an ability to undertake a leadership role within an integrated service model may help you to succeed (but aren't essential).

#### Key attributes

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- Demonstrated experience working with, and/or knowledge of regulatory and service compliance frameworks.
- Demonstrated understanding of (and experience working with) contemporary theoretical and practice frameworks in area of service delivery.

### People who know this position say that

#### People who know this position say the things that might make your day are:

- Supporting your team to be able to achieve positive, effective outcomes for clients, particularly where the outcome might not be immediately clear.
- Being able to influence how services are structured and contribute to improving service standards for clients.
- Creating a high performing team who are engaged, satisfied and positive.
- Having clients speak positively about their service or provide great feedback about a member of your team.

#### People who know this position say some key challenges you might experience are:

- Managing expectations of services and outcomes, from clients, staff, funding providers and other stakeholders.
- Not being able to always achieve the most desired outcome for a client.
- Supporting staff and clients in emotionally challenging circumstances, while maintaining own wellbeing.
- Balancing competing deadlines and priorities within required timeframes.

### Work and flexibility

While The Benevolent Society has great tools to connect us remotely, sometimes we will need to connect in person. This means we need to travel on occasion.

#### This position may require:

- |                                                                                        |                                                            |
|----------------------------------------------------------------------------------------|------------------------------------------------------------|
| <input type="checkbox"/> Overnight travel/stays.                                       | <input checked="" type="checkbox"/> Weekend work.          |
| <input checked="" type="checkbox"/> Travel between office locations/regions.           | <input checked="" type="checkbox"/> Evening work.          |
| <input checked="" type="checkbox"/> Travel to clients (varied locations).              | <input checked="" type="checkbox"/> Special event support. |
| <input type="checkbox"/> Use of own registered, insured (comprehensive) motor vehicle. |                                                            |
| <input checked="" type="checkbox"/> Use of TBS pool cars.                              |                                                            |

### Key relationships

#### We work collaboratively with others. This position works closely with:

##### Within The Benevolent Society:

- Other Managers and Team Leaders
- Human Resources and Finance Business Partners
- Allied Health Professionals
- Learning & Development

##### Outside The Benevolent Society:

- Clients
- Families, carers and other stakeholders
- Community Partners
- Other service providers and agencies

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