

POSITION DESCRIPTION



POSITION TITLE	Team Leader, Medical Accommodation
REPORTING TO	Regional Manager, NT
DEPARTMENT	Service Delivery
DIRECT REPORT(S)	Head Chef, BJH Administration Officer Accommodation Worker (multiple incumbents) Housekeeper (multiple incumbents)
CLASSIFICATION	SCHADS Level 6

THE ROLE

To lead the development and operations of the Medical Accommodation Program ensuring sector recognised best practice accommodation services, efficient work practices and contracted deliverables are met.

The Medical Accommodation Program provides meals and accommodation to patients and their carers who travel to Darwin from regional and remote NT locations for medical care under the Patient Assistance Travel Scheme. Meals and accommodation are provided at Barbara James House in The Gardens, and Dr Helen Phillipps Cottages in Alawa.

KEY RESPONSIBILITIES

Duties

- Lead and manage all operations of the Medical Accommodation Program including (but not limited to) budget and resources, staffing, funder liaison, reservations and cleaning
- Coach, mentor and lead our people through effective performance management, fair and efficient rostering and structured team support
- Lead the development of the program to ensure it sets exceptional standards, embraces continuous improvement and is evidence based
- Meet the contractual obligations of the funding agreements including reporting
- Develop, manage and review program budgets and seek additional funding where required in consultation with the Regional Manager
- Establish, build and maintain strategic external relationships and networks to improve service delivery and enhance collaboration
- Other tasks as assigned

Leadership

- Coach, mentor and lead our people to achieve our vision and strategic goals through building capability, organisational awareness, and promotion of our values
- Set exceptional standards with a focus on continuous improvement
- Manage, contribute to, and promote safe and inclusive work practices consistent with our policies and WH&S legislation to support a safe environment for all

QUALIFICATIONS, EXPERIENCE AND ATTITUDE

- Qualifications in hospitality and/or community services or related field (highly desirable)
- Demonstrated experience leading and developing people to build capability

Current at October 2024

POSITION DESCRIPTION



- Experience in a similar role with demonstrated experience in hospitality and/or community services
- Comprehensive knowledge of hospitality and/or community services including the Patient Assistance Travel Scheme and food safety
- Ability to participate in an afterhours on call roster
- Ability to identify domestic and family violence and refer where required (highly desirable)
- Ability to build strong relationships at all levels based on trust and collaboration
- Concise and tailored communication and strong interpersonal skills
- Adapts well to and can lead, drive, and advocate change in an organisation
- Demonstrated passion for Women's Rights, social change and contributing to an organisation that advocates for equality through influencing and pushing boundaries
- Valid state-based working with children (Ochre Card) or working with vulnerable people check
- First Aid Certificate (highly desirable)
- NT Driver's license
- Experience working within a Not-for-Profit environment (highly desirable)

At YWCA Australia, we live our values every day

