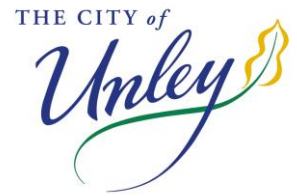


# POSITION DESCRIPTION

## CORPORATION OF THE CITY OF UNLEY



### 1. JOB IDENTIFICATION:

**Title of Position:** TEAM LEADER COMMUNITY SUPPORT AND WELLBEING  
**Business Unit:** COMMUNITY CONNECTIONS  
**Reports to:** MANAGER COMMUNITY CONNECTIONS  
**Classification:** MOA 6

### 2. POSITION OBJECTIVES:

The position provides day-to-day coordination to the Community Support & Wellbeing team, ensuring that services and programs address community needs and comply with relevant Government funding requirements, including the Community Home Support Program (CHSP).

The team is responsible for providing a range of services, including individual and group social support, community transport, domestic assistance, home maintenance, and modifications.

Key responsibilities include delivering compliant, efficient, and high-quality support services primarily to older adults, using a wellness and reablement framework. This approach empowers older individuals to live independently, build social connections, and participate actively in community life.

The role oversees funding outcomes, reporting, and auditing processes associated with grant agreements under the Commonwealth Home Support Program. It also involves identifying and implementing continuous improvement and quality assurance measures to maintain high program standards and support Commonwealth quality reviews and audits.



### **3. KEY RESPONSIBILITIES:**

- Coordinate and oversee the delivery of federally funded services and activities, ensuring alignment with funding guidelines and Council policies.
- Manage staff and volunteers to maintain a motivated and efficient team.
- Oversee contracts, service agreements, and relationships with key stakeholders.
- Prepare, submit, and coordinate applications for additional funding opportunities.
- Submit required reports, including those for the Council's quarterly Annual Business Plan and the Commonwealth Government.
- Advocate for and engage with stakeholders to foster partnerships that promote the health and wellbeing of older residents.
- Provide timely and accurate advice on Australian Government changes and Aged Care reforms affecting services for older people, advising the manager and department leads on their implications for the Council and identifying opportunities for future service delivery.
- Coordinate service and business planning to ensure the Community Support & Wellbeing team's programs are evidence-based, strategic, and effectively implemented.
- Develop and monitor annual work plans and budgets in-line with organisational and funding requirements.
- Implement system and process improvements to enhance business efficiency, reduce risks, and improve customer experiences, including recommendations from recent reviews and audits (e.g., Transport Program and CHSP team review).
- Identify and pursue funding opportunities for positive ageing and wellbeing programs for seniors, aligned with business plans and Council capacity.
- Provide support and back-up to the Community Support and Wellbeing team as needed.

**Managers must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.**

**Key WHS Responsibilities:**

- Actively participate in leading and implementing programs and initiatives to ensure an effective safety culture where everyone goes home safe and well every day.
- Lead the implementation of the City of Unley's WHS Management System within their team/section and support the WHS committees.
- Actively participate and encourage preventative WHS strategies, team meeting discussions and training.
- Lead the early intervention strategies and support injured workers in the return to work (RTW) processes.

**SAFE ENVIRONMENT:**

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your manager or the People & Culture team if a notification is required.
- Advise your manager or the People & Culture team if there is a change in your criminal history status and undertake a South Australian Department of Human Services Screening every three or five years (time frame is related to specific clearance type) unless more regular screening is required for legislative purposes.

## **EQUAL OPPORTUNITY EMPLOYMENT**

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

# OUR VALUES



**PURSUUE EXCELLENCE**  
WE STRIVE FOR THE BEST  
IN ALL THAT WE DO

## Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



**ACHIEVE TOGETHER**  
WE WORK TOGETHER  
TO DELIVER RESULTS

## Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



**DEMONSTRATE INTEGRITY**  
WE DO THE RIGHT THING  
AT ALL TIMES

## Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



**COMMUNITY FOCUSED**  
WE DELIVER FOR  
OUR COMMUNITY

## Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



**BE PROGRESSIVE**  
WE THINK OUTSIDE THE BOX  
TO INNOVATE AND IMPROVE

## Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

#### **4. PERFORMANCE AND SKILL REQUIREMENTS:**

##### **a) Qualifications/Experience**

- Certificate IV or higher in Aged and/or Disability Services, Community Services, or a relevant discipline, with substantial experience in the field.
- Experience in delivering and coordinating services for aged individuals, people with disabilities, and their carers.
- Understanding of legislative frameworks, policy trends, and requirements related to Commonwealth-funded My Aged Care and Support at Home programs, and their implications for Council services.
- Experience in statistical data collection, analysis, and report preparation.

##### **b) Knowledge**

- Commitment to and understanding of Aged Care Quality Standards principles.
- Thorough understanding of privacy and confidentiality principles and their practical application.

##### **c) Skills**

- Developed verbal and written communication skills.
- Effective interpersonal and negotiation skills, with a collaborative approach to working across teams.
- Organisational and time management abilities.

##### **d) Personal Attributes**

- High standards of personal integrity, diplomacy, confidentiality, and discretion.
- Strong interpersonal and leadership qualities.
- Commitment to customer service, continuous improvement, fairness, and inclusion.
- Flexibility and willingness to work outside standard business hours when needed.

### **e) Responsibilities**

- Manage financial, human, and physical resources to ensure activities are delivered within planned timeframes, budgetary constraints, and quality standards.

### **f) People Management**

- Proven ability to lead, develop, and motivate teams toward achieving improved performance and strategic objectives.
- Ability to inspire and influence others to overcome challenges and align with organisational goals.
- Dedication to personal professional development and fostering a culture of continuous learning within the team.

By signing this position description, the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: .....

Date: .....

Manager: .....

Date: .....