POSITION DESCRIPTION
Team Leader Positive Ageing Services

POSITION TITLE: Team Leader Positive Ageing Services

POSITION NUMBER: 210

POSITION STATUS: Full-time

LEVEL: LEVEL 5/6

REPORTING TO: Manager Community Services

LOCATION: Community Services

SPECIAL CONDITIONS: This position may require attendance for out of hours requests to meet organisational demands when agreed between all parties and as directed by the Manager Community Services.

Current driver’s licence is essential.

A Police Clearance is required to be maintained with this position and held current every three (3) years.

POSITION OBJECTIVES:

Responsibility for the day to day management and decision making for a broad range of functions associated with the development and operations of the Home & Community Care (HACC) program and the Community Lunch Program.

To maintain a comprehensive knowledge of current community care policy and relevant legislation, trends and opportunities to assist and inform Council’s strategic and operational directions to enhance positive ageing and community care for our residents, in particular those who are ageing.

This position is fully funded by HACC and provides leadership, direction and support to staff ensuring efficient and effective delivery of programs and services in accordance with industry standards and principles of continuous improvement.
## KEY RESPONSIBILITIES

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<th>Key Area</th>
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<td><strong>Corporate Plan Focus Area – Systems and Processes</strong></td>
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| Supervisory | • Manage the entire operations of the HACC funded aged care programs (Home Assist, 3Rs program and Eastern Region Men’s Shed program) including effective co-ordination and control of resources, budgets and staff.  
• Manage the operations of the Community Lunch program and co-ordinate resources, budgets and volunteers.  
• Provide specialist assistance (training, mentoring and support) to staff to foster the principles of positive ageing. Enable a team approach that is holistic, flexible and person centred (HACC Community Care Common Standards). |
| Networks | • Establish and maintain regional networks and dialogue with key community service and local government providers, funding bodies and other stakeholders to improve service outcomes for older people.  
• Investigate and facilitate opportunities for collaboration and partnerships which will support planning and service reform.  
• Apply strategic thinking and community development approaches to source opportunities for effective collaboration with community groups, and other internal and external stakeholders to respond to identified need. |
| Program Management | • Implement continuous improvement processes of operational guidelines, procedures and practices to ensure compliance with the HACC Community Care Common Standards, Council's Strategic Plans and other relevant legislation, guidelines and standards.  
• Remain abreast of the ‘Living Longer, Living Better’ aged care reform package and implement program changes in response to those Reforms.  
• Lead the HACC team in preparing for the triennial HACC National Standards audit process and in the development and implementation of any required changes for the HACC program resulting from the audit.  
• Identify and develop initiatives, and make recommendations to the Manager on issues that may affect the organisation’s operations within an area or on a regional level.  
• Monitor HACC Minimum Data Set collection processes including recording of data, quarter submissions to National Repository. Monitor progress against funding agreements and establish support and collaboration with funding bodies to ensure outputs are relevant and feasible.  
• Identify potential funding acquisition, facilitate and prepare submissions.  
• Oversee lunch program operations to ensure that a high standard is maintained.  
• Ensure a safe and hygienic kitchen and dining environment in line with food handling legislation, regulations and standards. |
| General | • Support and adhere to Council’s policies and procedures, code of conduct and relevant acts.  
• Assist in the achievement of agreed outcomes consistent with department business plans and budgets.  
• Perform any other duties as directed by Manager.  
• Promote and project Council’s commitment as a Customer First organisation.  
• Help to create a sustainable Burnside by focusing on all work practices and their environmental impact.  
• Some out of hours work may be required. |
| **Corporate Plan Focus Area – Assets and Finance** | |
| Budget | • Manage relevant financial allocations and budgets, reports, reviews and acquittals (internal and HACC), annual budget preparation and carry forward recommendations.  
• Operate within budget and resource constraints, monitoring and reporting as required by the Manager Community Services. |
Corporate Plan Focus Area – Customer Service and Stakeholders

Customer Service
- Provide high quality multifunctional customer service to the City of Burnside’s external and internal customers, in accordance with Council’s Business Plan, Code of Conduct, Policies and Strategies.

Corporate Plan Focus Area – People, Learning and Growth

Learning & Development
- Support the Department by transferring knowledge and mentoring others, as appropriate.
- Attendance at conferences, seminars, workshops and other training activities to maintain an awareness of trends and issues primarily relating to the position.
- Participate and assist the Manager with the PDR process.

Work Health and Safety, Injury Management, EEO & Disability Discrimination policies
- Adhere to defined work health and safety policies and procedures related to the tasks/activities being undertaken in order to ensure own safety and that of others in the workplace.
- Compliance with EEO and DDA legislations and Council policies.

Governance
- Support and adhere to Council’s policies and procedures, code of conduct and relevant Acts.
- Review and provide input and advice on key strategies, policies, procedures, systems and processes as they relate to Community Services.

EXTENT OF AUTHORITY
In accordance with the Local Government Act (Act), this position has authority by the Chief Executive Officer to exercise powers and duties within the limits of the Act and in accordance with Council Policy

PEOPLE & CULTURE RESPONSIBILITIES
The City of Burnside values its staff and is committed to the principles of our Corporate Values. As a Staff Member, you play a key role in demonstrating these standards and show integrity in your daily interactions with customers, your manager and colleagues.

Caring & Supportive
- Be understanding and supportive of the individual, “to look after each other”
- Be consistent and fair with the treatment of others

Innovative & Creative
- Have the enthusiasm, courage and support to implement something new and the opportunity to challenge current practice

Transparent & Honest
- Consistency, openness and integrity in decision making
- Be trusted to take responsibility and ownership for actions
- Use effective channels and systems for communication

Enjoyment & Involvement
- Work with staff who want to be there
- Share a laugh
- Celebrate achievements

PERSON SPECIFICATION

a) Skills
- Effective communication skills, good written and verbal skills with the ability to communicate with a wide range of individuals on a personal, written and telephone level.
- Able to conduct community development approaches, research, assess need, and strategically plan to address need.
- Ability to manage a broad range of functions and maintain accountability for funding and service agreements and strategic plan objectives.
- Sound interpersonal and supervisory skills with the ability to relate effectively to internal and external stakeholders.
• Computer literacy in particular extensive experience with the Microsoft Office suite of products with the ability to prepare written reports and other correspondence and meet reporting requirements and MDS compliant client database.
• Organisation and time management skills to organise own work and work of others, to establish priorities and meet deadlines.
• Strong customer service focus and commitment to providing quality customer service.
• Display ability to review and analyse situations, procedures and systems; ability to recommend and implement changes were appropriate.
• Understanding the needs and possess a high level of empathy for the aged and people with disabilities and their carers.

b) Knowledge
• Current knowledge and understanding of State and Federal Government Aged Care reforms.
• Knowledge of HACC Guidelines and Community Care Common Standards.
• Principles and practices underpinning positive ageing, person centred practice, quality customer service and of quality leadership and team management practices.
• The importance of workplace safety, responsibilities of the employer and employee.
• Consultation, evaluation, needs assessment and planning techniques and processes.
• Basic knowledge of food handling and kitchen hygiene.

c) Experience/Qualifications
• Tertiary qualifications in the social sciences or relevant discipline (desirable)
• Experience working in Aged Care or Community Sector.
• Experience in creating and monitoring budgets
• Experience in policy and reporting requirements, financial management, compliance to standards and funding agreements.
• Demonstrated experience in managing a multi-skilled team
• Demonstrated experience in program development, implementation, coordination, monitoring and evaluation.
• Current Class Car Drivers licence

d) Attributes
• High degree of personal integrity and deal with matters confidentially
• Ability to work in a team environment promoting the culture of the organisation.
• Liaise with and willingness to work with Management
• Ability to work autonomously and be self motivated
• Ability to multi-task working within given timeframes and constraints

e) Training

Where appropriate, attend conferences, seminars, workshops and other training activities, to maintain awareness of trends and issues as they relate to the position.

___________________________________________________ ____________________________

ACKNOWLEDGEMENT AND APPROVAL

Last Updated: January 2013

Employee Name: ____________________________________ _____________
Signature: ________________________________________ ________________   Date:         /      /
Manager/Supervisor: _______________________________ _________________ Date:        /      /
General Manager: __________________________________ _________________Date:        /      /