

ROLE TITLE: Home Services Team Lead

BUSINESS UNIT:	Home Services	REPORTS TO:	Home Services Manager	SUPERVISION OF:	HSTM's and Senior HSTM's
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QUALIFICATIONS	<p>Essential: Certificate IV Aged Care or Community Services or equivalent</p> <p>Desirable: Degree in Health and Human Services, Certificate IV in Frontline Management or equivalent, Certificate IV in Workforce Training and Assessment</p>
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ROLE PURPOSE:

Provide leadership to the Home Services team, contribute to continuous quality improvement and coordinate the operational requirements of the team.

KEY OUTCOMES:

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| <ol style="list-style-type: none"> 1. Contribute to the Home and Relationship Services leadership ensuring connectivity across the business. 2. Contribute to the continuous quality improvement processes including service and process design, implementation and evaluation. 3. Contribute to the development, implementation, and evaluation of induction, orientation programs, site specific training programs and staff attendance at mandatory and corporate training programs. 4. High level workforce scheduling and provide clear direction to meet the need of our clients. 5. Lead, coach and mentor the Home Services Team 6. Monitor, schedule and conduct staff Performance Development Plan meetings and the progress of implementation of individual action plans and maintain staff records. | <ol style="list-style-type: none"> 7. Develop a sound local neighbourhood knowledge to drive and support ECH business processes. 8. Contribute to quality service delivery and ensure that processes to enhance the member experience are followed. 9. Undertake any required performance management of Home Services Team. 10. Coordinate the operational business requirements of the Home Service Team in relation to their hours of work and Work Health and Safety processes. 11. Manage defined projects within the Home Services portfolio as directed by Home Service Manager 12. Contribute to the budget development and management of processes for the Home Service team. |
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INDIVIDUAL RESPONSIBILITIES

- Ensure all reasonable steps are taken to protect personal safety at work and avoid adversely affecting the health or safety of any other person in the workplace.
- Ensure commitment to and compliance with ECH's Purpose, Values, policies, procedures, guidelines, work instructions and Code of Employment Principles.
- Give full attention and energy to the role and willingly undertake reasonable requests from your manager.
- Ensure that ECH property is kept secure against loss, theft or damage and is properly maintained at all times.

SPECIAL CONDITIONS

- Some out of hours work may be required.
- National Police check is required.
- Drivers licence is required.

PERSONAL ATTRIBUTES

- Be **active** by displaying high levels of enthusiasm and responsiveness to the tasks at hand.
- **Engage** with and understand the criticality of the services being developed and expand to shape and meet deadlines.
- **Confidence** will be shown every day along with strategically thinking about the future needs of the organisation and how today's activities influence and shape that future direction.

ECH VALUES	ECH PROMISES TO OUR CUSTOMERS
<ul style="list-style-type: none"> ✓ All that do is grounded in our core values of integrity, empathy and respect. However, we also recognise that to excel in delivering our purpose we need to be <i>inspirational, courageous</i> and prepared to <i>take risks</i> to evolve. ✓ All employees are required to display qualities, professional conduct and positive attitude consistent with the ECH Values. 	<ul style="list-style-type: none"> ✓ To be reliable ✓ To care about you ✓ To treat you as an individual ✓ To be easy to deal with ✓ To always look for new ways to help you
LEADERSHIP COMPETENCIES	
<p><u>Manage Self</u></p> <p>Self Management</p> <ul style="list-style-type: none"> ✦ Ability to recognise and regulate own behavior <p>Wellbeing</p> <ul style="list-style-type: none"> ✦ Regularly operate in a state of good health and happiness ✦ Demonstrate the ability to bounce back from difficulty and change <p>Self Organisation</p> <ul style="list-style-type: none"> ✦ Spend own time and time of others on what is most important <p>Decision making</p> <ul style="list-style-type: none"> ✦ Ability to make sound decisions based on information available <p><u>Connect with and Support Others</u></p> <p>Interpersonal skills</p> <ul style="list-style-type: none"> ✦ Display a genuine interest in others and make them feel valued ✦ Contribute to a caring, safe environment enabling everyone to do their jobs effectively ✦ Shape responses to individuals based on verbal and non-verbal cues <p>Build and maintain relationships</p> <ul style="list-style-type: none"> ✦ Build relationships that demonstrate trust & allow others to feel fulfilment of their capability ✦ Identify potential partnerships/networks and leverage these to achieve ECH goals <p>Lead and develop others</p> <ul style="list-style-type: none"> ✦ Provide guidance, advice and coaching to inform and develop others ✦ Nurture talent and engage in succession planning <p>People management</p> <ul style="list-style-type: none"> ✦ Manage staff performance, clearly communicating expectations & providing feedback <p>Delegation</p> <ul style="list-style-type: none"> ✦ Set stretching goals that helps develop staff capability <p>Team building</p> <ul style="list-style-type: none"> ✦ Establish team culture through regular communication and monitoring <p>Manage conflict</p> <ul style="list-style-type: none"> ✦ Manage and resolve conflict in a constructive manner encouraging difference of opinion for best business outcome <p>Influencing</p> <ul style="list-style-type: none"> ✦ Present messages in a clear and articulate manner tailored to audience needs 	<p><u>Organisational Purpose</u></p> <p>Aged Care Champion</p> <ul style="list-style-type: none"> ✦ Actively champion achievements inside and beyond the organisation <p>Person centred focus</p> <ul style="list-style-type: none"> ✦ Coordinate service provisions with other organisations and stakeholders <p><u>Business Success</u></p> <p>Strategic Planning</p> <ul style="list-style-type: none"> ✦ Ability to monitor organisational environment for strategic opportunities & threats ✦ Condense higher level strategy directives into clear goals and targets <p>Implementation</p> <ul style="list-style-type: none"> ✦ Harness capabilities from different parts of ECH to deliver on team and organisational goals <p>Forecasting</p> <ul style="list-style-type: none"> ✦ Analyse data and trends to inform sound decision making <p>Finance</p> <ul style="list-style-type: none"> ✦ Make financial decisions that deliver the desired financial result ✦ Utilise all relevant financial tools & processes to support achievement of ECH goals <p>Commercial acumen</p> <ul style="list-style-type: none"> ✦ Remain aware of the organisation's competition and market tactics <p><u>Change Savvy</u></p> <p>Transformation</p> <ul style="list-style-type: none"> ✦ Inspire & lead others to question existing approaches supporting creative possibilities ✦ Actively consult with & inform those affected by change supporting their transition <p>Systems and structures</p> <ul style="list-style-type: none"> ✦ Investigate ways to improve ECH effectiveness and efficiency by harnessing new systems options <p><u>Customer Service Excellence</u></p> <p>Business Growth</p> <ul style="list-style-type: none"> ✦ Delivery growth within scope of role <p>Service</p> <ul style="list-style-type: none"> ✦ Deliver high quality client service management ✦ Demonstrate effective client complaint management, review & resolution (role specific)