

POSITION DESCRIPTION

TEAM LEADER SOCIAL SUPPORT

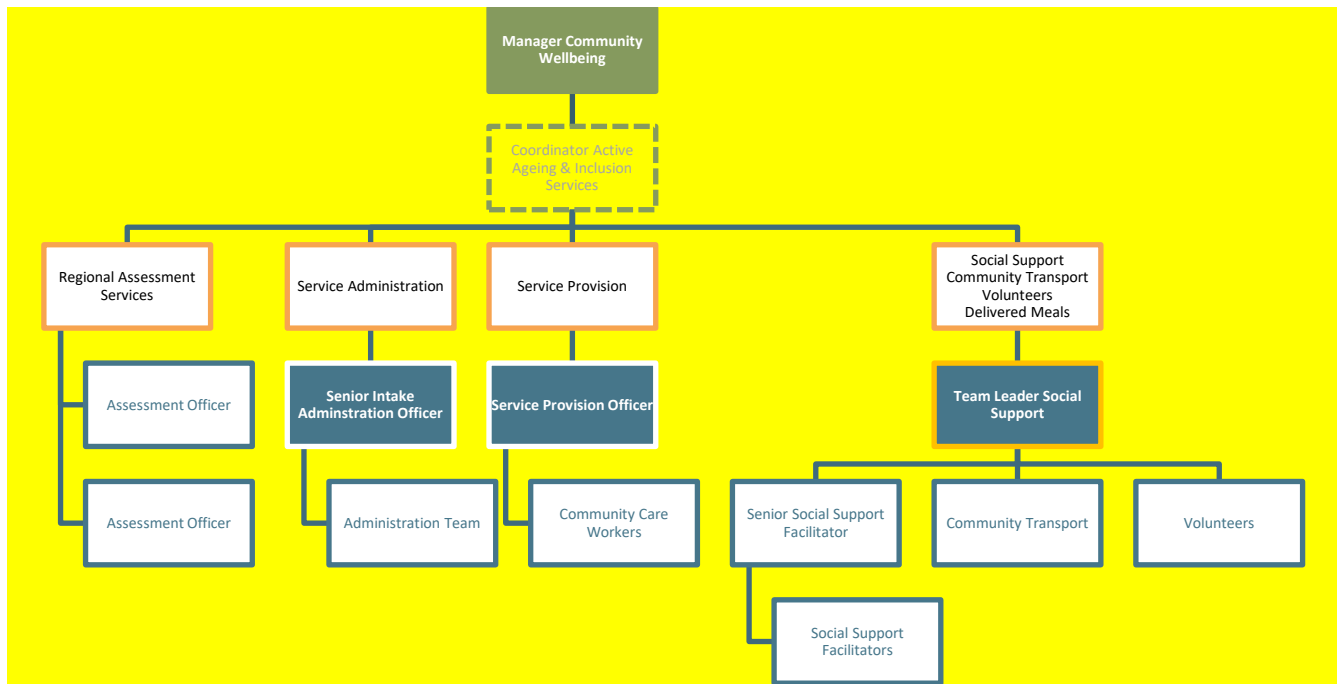
Position Number:	614134
Directorate:	Community Services
Department:	Community Wellbeing
Team:	Active Ageing and Inclusion Service
Location:	Golden Plains Civic Centre, 2 Pope Street, Bannockburn
Employment status:	3 year contract
Classification:	Band 6 plus superannuation
Date:	July 2021

POSITION OBJECTIVES

- Provide leadership and supervise the Social Support Services Team within the Active Aged and Inclusion Team to ensure a variety of high quality, inclusive, support options throughout the Shire;
- Responsible for the continuous development, planning and operation of the Social Support Services and contribute to the operation and planning of the Active Ageing and Inclusion Team and Community Wellbeing Department.
- Coordinate the Community Transport Program to ensure the achievement of program outcomes;
- Coordinate the Delivered Meals Program to ensure the achievement of program outcomes;
- Develop service specific individualised support plans that comprehensively articulate consumer goals and needs.
- Monitor and review consumers individual support plans annually or as required, ensuring changing needs are responded to in a timely and effective manner.
- Provide exceptional leadership and coordination to build a high performing Social Support Team and continuously improve service outcomes.
- Responsible for the preparation and monitoring of the Social Support Services budget in line with organisational and government allocations.
- Undertake system and process reviews, design and implementation to drive continuous improvement across the Active Aged and Inclusion Team.

ORGANISATIONAL RELATIONSHIPS

The organisational structure for this role is as follows:



Reports to :	Coordinator Active Ageing and Inclusion Services
Directly Supervises:	Social Support Services Team & Volunteers
Internal Liaisons:	Community Services Directorate, Active Ageing & Disability Services Unit, other staff as required.
External Liaisons:	Community Members and Professional Agency Partners

KEY RESPONSIBILITIES AND DUTIES

Duties of the Position

Social Support Services

- Provide leadership and supervise the Social Support Services Team to ensure a variety of high quality, inclusive, social support options throughout the Shire;
- Ensure that Social Support Services meet the Aged Care Quality standards, and quality assurance requirements at all times and undertake relevant planning, monitoring and reporting
- Proactive development, management & monitoring of the Social Support Services budget;
- Undertake staff performance reviews of Social Support Services staff.
- In partnership, undertake comprehensive consumer assessment, review, referral and support management as required, specific to Wellness & Reablement and Social Support guidelines.

- Provide Social Inclusion opportunities through development, marketing and promoting a range of Culturally appropriate and diverse choices.
- Provide a person centred, goal directed, service specific assessment for people referred to, and eligible for the Commonwealth Home Support Program (CHSP) and the Home and Community Care Program for Younger People (HACC/PYP). Proactively plan for the development and enhancement of Social Support Services ensuring consumers' goals and outcomes are reflected accordingly;
- Lead a culture of high performance and customer service excellence in the Social Support staff and volunteers;
- Actively participate in meetings and sector networks, Council staff, other agencies and service providers to contribute to continuous improvement and service excellence
- Other duties within the scope of the employee's skills, competence and training as directed.

Community Transport

- In conjunction with Active Ageing and Inclusion Administration staff, develop and maintain operating systems and procedures to ensure quality service delivery;
- Lead, volunteer recruitment, training and support to ensure the continued operation of the community transport and in collaboration with Council's Community Planning Officer
- Maintain Active Ageing & Disability Fleet, including annual vehicle inspection as per Bus Safety Victoria Legislation, general vehicle servicing/maintenance and ensure vehicles are well presented.

Delivered Meals

- Coordinate the Delivered Meals Program to ensure the achievement of program outcomes;
- In conjunction with Administration staff, develop and maintain operating systems and procedures to ensure quality service delivery;
- Participate in conjunction with Community Partnerships Officer, in volunteer recruitment, training and support to ensure the continued operation of the Delivered Meals program;
- Identify & implement innovative service development opportunities for the food services program in line with relevant legislative guidelines & recommendations;
- Ensure compliance with Food Safety Victoria Legislation across Delivered Meals Program;

Administrative Duties

- Ensure relevant and correct data, including financial, is accurately entered into the software program (Xpedite) and Corporate systems to ensure compliance with internal and external statistical and reporting requirements;
- Proactive development, management & monitoring of the Social Support Services budget;
- Complete and maintain service delivery data in Xpedite to ensure the MDS/DEX reporting is accurate;
- Complete mandatory government reporting, monthly statistical report & as required for Coordinator Active Ageing and Inclusion Services;

Policy and Planning

Meet the requirements under the Aged Care Quality Standards, HACC/PYP Guidelines 2013, and Commonwealth Home Support Programme Manual 2018 for ongoing continuous improvement by:

- Assisting with the development and ongoing review of assessment and consumer care management processes, procedures and tools;

- Contributing to the review of and creation of new and improved policies and service development processes, including communication and feedback processes for both consumers and out-posted staff;
- Identifying service gaps, unmet needs and areas for continuous improvement and referring the gaps to Coordinator Active Ageing and Inclusion Services;
- Assisting with the ongoing development of services for frail aged/younger people and people with disabilities living within the Shire;

General Responsibilities

- Provide input into policy development and performance targets of the Unit.
- Act in accordance with Council's Customer Service Charter.
- Contribute to the Unit through efficient, effective and customer focused skills.
- Contribute to the development of the Unit's objectives, as well as the corporate goals of Council.
- Develop appropriate marketing material to promote Social Support Services across the Shire.
- Maintain confidentiality in respect of all dealing of a sensitive or confidential nature.
- Provide support to other Council staff as required.
- Other duties within the scope of the employee's skills, competence and training as directed.

Corporate Responsibilities

- Promote excellence in customer service and in conjunction with the Unit Manager and Coordinator, identify, review and implement strategies to improve service quality and efficiency.
- Maintain excellent team relationships among colleagues and community groups, on a formal and informal basis, across all Council functions.
- Ensure the security of Council's property and assets and maintain a commitment to the care of all Council's property and assets.
- Participate as directed in training and education to maintain an up to day knowledge of emergency management responses.
- Provide administration, logistic and specialist support and advice during CEO identified emergency events.
- Comply with Council policies and procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position manages resources and provides advice to consumers.

In developing and managing the operational budget for the Social Support Services, freedom to act is governed by clear objectives and budgets with a regular reporting mechanism in place.

In taking responsibility for the effective operation of the Social Support Services, freedom to act is subject to regulations, policies, standard procedures and regular supervision. This includes individualised support planning and compliance with Quality Aged Care Standards.

Formal input into policy development may be requested.

JUDGEMENT AND DECISION MAKING

The work has well-defined objectives with the method, process or equipment used selected from a range of available alternatives. Guidance and advice is usually available within the time available to make a choice

SPECIALIST SKILLS AND KNOWLEDGE

The position requires an understanding of:

- The technology, procedures and processes used within the Active Ageing and Inclusion Services Unit;
- The underlying principles of policies, regulations and Quality Aged Care Standards as distinct from the practices;
- The long term goals of the Active Ageing and Inclusion Unit and of the policies of the wider organisation;
- Relevant budgeting techniques.

MANAGEMENT SKILLS

The officer shall have:

- Skills in time management, priority setting, planning and organising their own work and that of Social Support staff and volunteers so as to achieve specific and set objectives efficiently, within the resources available and within set time frames;
- An understanding of and ability to implement personnel practices including equal opportunity, occupational health and safety and training and development.

INTERPERSONAL SKILLS

The position requires:

- The ability to gain cooperation and assistance from consumers, members of the public and other employees in the administration of high quality Social Support Services;
- Excellent verbal communication skills, sufficient to provide high quality Social Support Services.
- The capacity to present information and resolve conflicts.

RESPONSIBILITIES FOR ALL GOLDEN PLAINS EMPLOYEES

Occupational Health and Safety

Council is committed to providing a safe and healthy work environment to all employees. Employees are expected to perform their duties in accordance with the *Occupational Health and Safety Act 2004* and all Regulations, Codes of Practice and Council policies and procedures. In addition, employees are expected to:

- Conduct themselves in a manner that will not endanger themselves or others.
- Participate in Occupational Health and Safety training.
- Assist with audits of work procedures, equipment and workplaces.
- Identify areas of improvement by contributing to the Safety System within the Department.
- Contribute ideas and suggestions that promote safety awareness.
- Be aware of emergency procedures and codes.
- Report unsafe work practices, incidents, hazards and near misses.
- Report unacceptable workplace behaviours such as harassment and bullying.

- Promote and champion a culture of safety within the workplace.

Risk Management

Employees are required to follow all policies and procedures in relation to risk management (asset protection, security, public liability and professional indemnity). Employees are expected to:

- Participate in risk assessments when requested.
- Demonstrate an understanding of, and a commitment to, Council's Risk Management Standard Operating Procedure.
- Report all hazards and incidents of which they become aware.

Records Management

Employees are required to follow all policies and procedures in relation to records management. Employees are expected to:

- Understand their records management obligations and responsibilities.
- Comply with Council records management processes.
- Keep accurate and complete records of business activities and decision making.
- Create records proactively including those resulting from telephone conversations, verbal decisions, and meetings.

Community Engagement

Golden Plains Shire Council is committed to enhancing the opportunities it provides to the community to be involved in Council's decision making processes. Employees are required to demonstrate a commitment to community engagement. This includes:

- Adhering to Council's community engagement strategy, policy, and framework
- Providing genuine opportunities for the community to be involved in relevant Council decisions and projects
- Involving community members and stakeholders affected by the subject of the engagement and providing adequate support for them to be involved
- Clearly defining the purpose and scope of the engagement and using best-practice principles to design and implement the most effective approach
- Providing community members with relevant and timely information to inform their participation

Equal Opportunity

Golden Plains Shire Council offers a work environment free of discrimination, sexual or other harassment, victimisation, vilification and bullying. Employees are expected to contribute to the maintenance of such a work environment.

Child Safe Standards

Golden Plains Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.

Golden Plains Shire Council's policies and procedures support the implementation of requirements under the *Child Wellbeing and Safety Act 2005*.

All staff must actively contribute to a child safe and child friendly environment and are committed to continuously update their knowledge to ensure they fulfil their obligations in relation to Child Safe Standards. Council will provide

access to continuous learning opportunities and develop relevant services and programs to adopt Child Safe practices.

Privacy and Confidentiality

Employees must respect and protect the privacy and confidentiality of information gained or accessed during the course of their employment. Employees are required to comply with the *Privacy and Data Protection Act 2014*, the Health Records Act and Council's Information Privacy and Health Records policies. Both during and after employment with Council, employees must not:

- Communicate confidential or private information to third parties.
- Make use of any information gained through employment at the Shire for any purpose other than the discharge of official duties.

OTHER REQUIREMENTS

- Tasks within this may be required to be undertaken in the evenings or on weekends. Any such attendance will form part of the core working hours per week. Where weekly hours are expected to exceed the core hours, with the prior approval of the Coordinator or Manager, additional hours may be worked and accumulated as time in lieu. Time in lieu will be hour for hour and shall be recorded and taken within one month in accordance with Council's Enterprise Agreement.
- Employment is subject to a satisfactory six month probationary period.
- Employees must comply with Golden Plains Shire Council's Employee Code of Conduct
- Completion of a pre-employment Disclosure of Pre-existing Injury or Disease form.
- A current Australian driver licence.
- Maintain a satisfactory National Criminal History Check and (if applicable) Working with Children Check.

QUALIFICATIONS AND EXPERIENCE

The officer shall have:

- An understanding of the issues facing small rural communities and the barriers to social inclusion.
- The skills and knowledge needed for entry to this level are beyond those normally acquired through completion of TAFE certificate or associate diploma alone. A tertiary qualification in human services and/or significant experience required;
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- Local government experience is desirable, but not essential.

KEY SELECTION CRITERIA

Essential

- A tertiary qualification in human services and/or significant experience;
- Current level 2 First Aid & CPR and Working With Children's Check (WWCC)
- Experience in developing and leading Active Ageing and Inclusion Services including staff and ideally volunteer management (recruiting, training, coordinating and supporting).
- Capacity to develop individual support plans for Social Support consumers,
- Capacity to develop and continuously improve systems and protocols to support service provision;

- Experience in developing, monitoring & maintaining budgets;
- Capacity to work autonomously and manage multiple tasks;
- Well developed verbal and written communication skills;
- Knowledge of computer applications and experience in word processing, spreadsheets and database programs and scheduling programs such as Xpedite.

Desirable

- Local government experience;
- Police Check results that are suitable for this position (will be arranged by Golden Plains Council).

APPROVAL

Prepared By:	
Approved By:	Lisa Letic, Director Community Services
Reviewed By (P&C):	Janina Isted, Coordinator People and Development
Date:	July 2021
Employee Acceptance: (name and signature)	
Date:	

PLEASE NOTE:

Personal and Health Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.