

POSITION DESCRIPTION

Position Title:	Team Leader Assistant with Care and Housing (ACH)	Position Number:	SBH-166
Area / Service Area :	Aged Care Services / ACH		
Remuneration:	Level 5	Position FTE:	1.0 (38 hours per week)
Reporting to:	Aged Care Services Manager		
Supervision of:	Case Manager ACH, Support Officer SCH		
			Updated 19 November 2021

Our Vision, Mission and Values

Our Vision

A community where everyone has a safe and secure place to call home.

Our Mission

To provide opportunities, pathways and care to vulnerable people who find themselves without a home.

Our Values

St Bart's aims to foster a culture that embraces our values and which reflects what we believe will deliver the best outcomes for our clients and services delivered.

The St Bart's Values form the basis of all employee behaviour. All employees of St Bart's are expected to demonstrate the Values when carrying out the accountabilities of this position.

Empowerment We create a community where everyone believes they have the ability to make a difference.

Innovation We foster an environment where creativity thrives.

Commitment We have the courage and determination to make it happen.

Collaboration We work together to achieve shared goals.

Social Justice We believe everyone has a right to equitable treatment, dignity and compassion.

Position Overview

The Team Leader Assistance with Care and Housing (ACH) is responsible for managing the ACH program on a day to day basis and overseeing the ACH Case Managers as well as be a first point of contact for day to day queries from staff.

In addition, the position is responsible for a small caseload of consumers with complex needs and provide professional guidance to staff on their caseloads.

The Team Leader will ensure the service is monitored and coordinated in line with policies and procedures, continuous improvement principles and service outcomes.

**We're by
your side.**

A decorative graphic in the bottom right corner consisting of thick, overlapping blue and dark blue lines that form a stylized, abstract shape resembling a knot or a ribbon.

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Key Responsibilities

- Complete an initial assessment for the consumers and formulate supporting consumer documentation.
- Deliver services that are founded on the principles of Recovery and Trauma Informed practice.
- Deliver services that reflect the principles of Aged Care and use reablement and restorative care approach.
- Ensure consumer service processes and practices are aligned to St Bart's policies and procedures, relevant legislation, contractual agreements and ach procedures.
- Preparation of data for reporting purposes both internally and externally.
- Direct consumer contact and analysing consumer and care issues, reviewing care plans and problem solving.
- Provision of case management for complex consumers.
- Manage the response to incidents, complaints and compliments.
- Responsible for program reporting to the Aged Care Services Manager providing leadership, clinical advice and supervision aligned with St Bart's policies, procedures, and contracts.
- Lead a small team to meet the financial objectives of the service, whilst developing the team's ability, identifying improvement opportunities to progress.
- People management responsibilities including individual coaching and mentoring of the team. Seek and provide feedback as appropriate.
- Be the point of contact for ACH and advocate, liaise and refer to external agencies - health services, allied health providers, financial services, aged care client referrals and mental health.
- Perform work with a legislative, ethical and moral framework to ensure the provision of high quality service delivery, which supports the rights, and interests of all people.
- Lead the ACH quality process to ensure innovation and development of the continuous quality development process.

Additional Objectives for all St Bart's employees

- Ensure personal health and safety at work and that of others complying with all Occupational Health and Safety requirements and as directed by St Barts.
- Participate in the St Barts Immunisation Program in line with specific position requirements, including any applicable pre-employment and/or ongoing immunisation as determined by St Barts.
- Understand, comply with, and adhere to the St Barts Code of Conduct, all other policies, procedures and work practices, and complete all necessary OneVault requirements within set timeframes.
- Participate in, and contribute to, all St Barts Quality Improvement and Risk Management programs, to encourage and promote organisational performance and deliver better consumer outcomes.
- Participate in and provide support in all accreditation, compliance and national standards activities as required.
- Participate in essential and/or mandatory training annually as required and directed.
- Have collaborative working relationships with the team and internal customers, and actively contribute to all team meetings and effectiveness of the team function.
- Perform other duties as directed.

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Selection Criteria	
Education	
Tertiary and/or Bachelor Degree qualification or minimum Diploma in Community Service, Aged Care, or a similar discipline	Essential
Experience	
Significant demonstrated work experience relevant to the position	Essential
Proven leadership experience, developing and leading a successful team in the delivery of a quality consumer focused service	Essential
Advanced experience in assessment, case management and case coordination	Essential
Knowledge, Skills and Abilities	
Advanced knowledge of Aged Care systems and legislation in relation to Commonwealth Home Support Program	Essential
Exceptional interpersonal and verbal communication skills including the ability to build and maintain positive relationships with a variety of stakeholders	Essential
Excellent written communication skills with the ability to create high quality plans, programs, reports, correspondence and other documents	Essential
Demonstrated ability to work in partnership with key stakeholders, knowledge and networks within the community services and aged care sector	Essential
Ability to be compassionate and considerate to the client's needs whilst constructively challenging behaviour that undermines collaborative working	Essential
The ability to organize and manage time effectively and efficiently to meet deadlines	Essential
Other	
Current NDIS Worker Screening Check	Essential
Current First Aid Certificate	Essential
A current WA "C" Class Drivers Licence	Essential

Declaration

I accept the responsibilities as outlined in this position description, and understand that these may be updated from time to time in accordance with operational and organisational requirements. I commit to role modelling St Bart's values and commit to the Code of Conduct while undertaking my duties.

Employee Name

(print full name): _____

Signature: _____

Date: _____