



West Wimmera Health Service Position Description

Position:	Home Care Packages Team Leader
Location:	Based at Nhill but may be required to work across all sites as mutually agreed upon.
Reporting to:	Community Operations Manager
Division:	Community Health
Award:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Level:	Dependent on skills, qualifications and experience as per Award

Overview of West Wimmera Health Service

Our community is the heart of West Wimmera Health Service (WWHS). We are committed to delivering the highest quality health services and ensuring our services meet the needs of our population.

We deliver services across a 22,000 square kilometre region, which is home to nine rural townships including Nhill, Goroke, Jeparit, Kaniva, Rainbow, Natimuk, Minyip, Murtoa and Rupanyup.

Our Purpose – *Great care, every person, every time.*

Our Strategic Goals

Our people – Inclusive, Respectful, Productive

To be a great place to work where everyone contributes and everyone belongs.

Our Care - Safe, Effective, Innovative

To fully embrace new technologies and processes that 2 enable world class rural healthcare.

Our Community - Connected, Informed, Healthy

To be fully engaged with the communities we serve, supporting people to live longer, healthier and happier lives.

Our Future - Environmentally Responsible, Economically Secure

To maintain financial sustainability and develop an Environment, Social and Governance (ESG) strategy to align 4 the service's operations with established ESG principles.

Our Values



TOTAL CARE

Delivering care that is safe, effective and person-centred, always.



SAFETY

Providing a safe workplace and services free from avoidable harm.



UNITY

Working well together in a great place to work.



ACCOUNTABILITY

Doing the right thing by our stakeholders and ourselves.



INNOVATION

Using our imagination - if there's a better way we will find it.

West Wimmera Health Service acknowledges the Wotjobaluk, Jaadwa, Jadawajali, Wergaia and Jupagalk Nations as Traditional Owners of country and pay our respects to Elders past and present.

We celebrate, value and include people of all backgrounds, genders, sexualities, cultures, bodies and abilities.

Position Relationships:

Key Internal Relationships	Key External Relationships
<ul style="list-style-type: none"> • Employees • Community care staff • Support Worker Supervisor • Rostering and Administration Officer • Community Operations Manager • Executive Director Community Health 	<ul style="list-style-type: none"> • Clients, participants, carers and families • Community Members • External organisations and service providers

Position Overview:

The Home Care Package Team Leader ensures that Home Care Package staff work effectively for clients to live independently in their own home for as long as possible using best practice methods, open communication and efficient practice.

Key responsibilities:

The Home Care Package Team Leader maintains the following primary responsibilities:

- Provide comprehensive administration service and support for the effective operation and delivery of Home Care Packages staff and clients with a commitment to continuous improvement and delivery of quality, customer focused care.
- Provide administrative assistance to Community Operations Manager and Executive Director Community Health.
- Undertake on-call duties on rotational roster.
- Accurate allocation of expenses and payments to client's accounts.
- Formulation and maintenance of client budgets.
- Ability to train staff in regard to POLIXEN and ensure correct electronic medical records are kept for each client.

- Ability to review and sign off on care plans, FRAT, BRADEN and other nursing assessments on a as needs basis.
- Audits are to be completed in a timely fashion to ensure staff and West Wimmera Health Service remain current with best practice.
- Assist with mandatory reporting to Government agencies and West Wimmera Health Service RISKMAN application.
- Knowledge and understating of My Aged Care (MAC) processes in relation to Home care Packages.
- Claims processing for relevant funding bodies.
- Form and manage relationships across the organisation, working with multidisciplinary teams to establish workforce and individual capacity that fosters high level performance, standards compliance and continuous improvement.
- Employ professional, appropriate communication in a range of contexts; uses a range of techniques to elicit and provide information when working with clients and colleagues.
- Manage self to maintain effectiveness, inclusive of commitment to continual professional learning and growth.
- Assist with recruitment of new staff.

Statement of duties:

Professional Practice:

- Manage and respond to phone/written enquiries in a timely and courteous manner.
- Liaise with relevant staff regarding clients where appropriate.
- Update and maintain computer-based records including client files.
- Maintain efficient and efficient administration processes.
- Apply efficient, effective procedures in accordance with policy, procedures and work practices.
- Professionally interact with West Wimmera Health Service staff and members of the public.
- Promote positive community attitudes in relation to disability, ageing and inclusiveness.
- Apply efficient, effective procedures in accordance with policy, procedures and work practices.
- Comply with the requirements of guidelines related to quality and standard of service.
- Prepare accurate finance related data including debtors and creditors to enable processing within established timeframes.
- Positive approach to furthering own professional development.
- Provide frank, impartial and timely advice to the organisation; high quality services to the organization and the community; and identify and promote best practice.
- Work with clear objectives in a transparent manner; accept responsibility for decisions and actions; seek to achieve the best use of resources; and submit to appropriate scrutiny.
- Ensure familiarity with the expected standards of performance in the role and actively contribute to own personal development.
- Honesty, openness and transparency in dealings; use powers responsibly; report improper conduct; avoid any real or perceived conflicts of interest; and strive to earn and maintain public trust.
- To escalate any quality or safety concerns in relation to the roster and availability of support staff to the Community Operations Manager, and in their absence, the Executive Director Community Health.
- Liaise with other staff in the Home Care Packages team and work co-operatively in a team environment offering support to other members of staff as required.
- Maintain a good working knowledge of and adherence to standards and legislation relevant to the role (such as Child Safe Standards, NDIS National Standards, and Aged Care Standards.) and actively promote compliance to any such standards and legislation.
- Comply with all relevant WWHS policies and procedures and any program specific guidelines.
- Work in accordance with West Wimmera Health Service's Code of Conduct and demonstrate commitment to the Service's core values.

- Treat others fairly and objectively; ensuring freedom from discrimination, harassment and bullying; and the improvement of outcomes on an on-going basis. The ability to maintain confidentiality and to recognize the rights, dignity and independence of all people.
- Make decisions, and provide advice on merit and without bias, caprice, favouritism or self-interest; act fairly by considering all relevant facts and fair criteria; and implement policies equitably.
- Perform other duties delegated as reasonably required by Community Operations Manager or Executive Director Community Health.

Quality, Safety and Risk Management:

- Ensure you are aware of the West Wimmera Health Service's emergency procedures.
- Ensure compliance at all times with mandatory education competencies completed by the due date in accordance with WWHS policies and protocols.
- Ensure and take all reasonable care for your personal safety and the safety of patients, consumers, volunteers and colleagues.
- Participate in relevant quality improvement activities as directed by the Management.
- Actively participate in relevant accreditation processes.
- Identify and report relevant risks including those relating to human resource management, workplace culture and industrial relations and actively work other staff as appropriate to effectively manage such risks.

Communication:

- Maintain a professional and friendly approach in all interpersonal communication with patients, consumers, volunteers and colleagues.
- Ensure effective and open lines of communication with other Home Care Packages team members, customers, volunteers) and WWHS management staff.
- Maintain confidentiality as per West Wimmera Health Service Policy and in accordance with relevant privacy and health records legislation.
- Demonstrated capacity to effectively give and receive constructive feedback and/or criticism.
- Demonstrated capacity to effectively manage conflict at a personal level and to appropriately escalate matters beyond a personal level.
- Establish, develop and maintain trust and confidence with line managers and direct reports.
- Work effectively consistent with policies and procedures to and agreed performance and behavioural expectations.

Key Selection Criteria:

Essential:

1. Registered Nurse or Endorsed Enrolled Nurse with current APHRA registration.
2. At least 3 years' experience working in and/or clinical supervision role or case management role.
3. Previous experience in a leadership role.
4. Ability to communicate effectively with internal and external stakeholders (i.e. clients and families, community members, or other staff, management and external providers).
5. Knowledge and understanding of the Aged Care Standards.
6. Effective communication and organisational skills.
7. Analytical skills with accuracy and attention to detail, especially when working to strict timelines.
8. Ability to work autonomously as well as enjoy working within a team.
9. Competent in using and operating computer software packages (i.e. Microsoft Office and client software program POLIXEN).
10. Ability to multi-task and be able to prioritise tasks.

Desirable:

1. Experience and understanding of issues specific to provision of service in rural and remote areas.

2. Experience in Case Management.
3. Experience in disability/ or age care field.
4. Demonstrated flexibility to manage a diverse case load.
5. Qualification in Management.

Pre Requisites:

1. NDIS Worker Screening Clearance
2. Working with Children Check
3. Fully vaccinated for COVID-19 as per current Department of Health Directive.
4. Flu Vaccination
5. Australian Driver's Licence

Internal Direct Reports:

- Home Care Packages Care Co-ordinators

External Direct Reports:

Nil

Appraisal:

- Initial appraisal – 3 months after appointment
- Thereafter – 12 monthly.

Certification

We hereby agree that the details contained in this document are an accurate statement of the primary requirements of the position.

Authorised By: Executive Director of Community Health
Name: Rhys Webb
Signature: _____ Date: _____

Position Incumbent Name:
Signature: _____ Date: _____