

## POSITION DESCRIPTION

### The Role

### Respite Centre Team Leader

#### Location:

2 Walgarra Street, Cooma NSW

#### Employment Type:

Part Time

#### Terms & Conditions

Social, Community, Home Care and Disability Services (SCHCADS)  
Industry Award 2020

#### Salary:

Award Classification Level 2.3

#### Responsible to:

Coordinator Aged Care

#### Direct Reports:

Support Workers

#### About Cooma Challenge Limited (CCL)

CCL, a well-respected, not-for-profit organisation operating in the Snowy Monaro Region has been delivering a range of high quality, person-centred services since 1954 to people with disabilities, frail aged people and their families and carers. These include disability support, aged care support, independent living, employment and training services.

#### CCL Values

Our Values are to be an organisation that is Compassionate, Respectful, Enabling, Inclusive and Innovative.

#### Purpose and aims of the Role

Respite is assistance for a carer in order give them relief from their caring role. A substitute carer provides supervision and assistance to the care recipient. CHSP (the Commonwealth Home Support Program) is a collection of services funded to support older people to stay in their own home. CSHP services provided by CCL include:

- Centre-based respite (day);
- Cottage respite (overnight);
- Flexible respite (in-home day);
- Personal care;
- Individual social support;
- Domestic assistance.

The Respite Centre Team Leader works collaboratively with the Coordinator to implement the Aged Respite Care program covering the day centre and overnight cottage respite. The Team Leader is responsible for supervising Support Workers and overseeing the day-to-day delivery of services to clients.

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Area of responsibility	Responsibilities and duties	Performance indicators and expected results/outcomes.
<b>Service Provision</b>	<ul style="list-style-type: none"> <li>• Assist to develop individual Care Plans for clients, including:               <ul style="list-style-type: none"> <li>○ Identifying and assessing client needs and develop an individual care plan.</li> <li>○ Communication with client in the development of the plan.</li> <li>○ Inclusion of roles and responsibilities of those involved in the provision of services.</li> </ul> </li> <li>• Assist to maintain and review care plans.</li> <li>• Respond to enquiries from clients and their carers – refer enquiries to the Coordinator as required.</li> </ul>	<ul style="list-style-type: none"> <li>• Care Plans:               <ul style="list-style-type: none"> <li>○ are developed in conjunction with clients.</li> <li>○ address, and are appropriate to, identified needs and client goals;</li> <li>○ are in line with approved funding;</li> <li>○ represent value for money for clients;</li> <li>○ services and timeframes clearly defined;</li> <li>○ serve to increase social inclusion for client.</li> </ul> </li> <li>• Client satisfaction with Care Plans.</li> <li>• Reviews undertaken in line with set timeframes.</li> <li>• Plans reflect current client needs and goals.</li> </ul>
	<ul style="list-style-type: none"> <li>• Ensure Support Workers understand Care Plans and needs of clients.</li> </ul>	<ul style="list-style-type: none"> <li>• Services delivered in line with Care Plans.</li> </ul>
	<ul style="list-style-type: none"> <li>• Monitor day-to-day service provision and identify any gaps in service delivery (including quality of service)</li> <li>• Adjust services/activities (within scope of role) or recommend changes to services.</li> <li>• Address client complaints, grievances and incidents.</li> <li>• Escalate issues of concern to CCL management via Coordinator</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing monitoring of service delivery.</li> <li>• Gaps in service delivery and areas for improvement identified.</li> <li>• Timely and appropriate actions taken to address gaps in service.</li> <li>• Timely response to complaints and grievances.</li> <li>• Timely and appropriate resolution of complaints and grievances.</li> <li>• Client satisfaction.</li> </ul>

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	<ul style="list-style-type: none"> <li>• Manage the planning, preparation and cooking of meals at the Centre.</li> <li>• Order (weekly, on-line) grocery items in line with meal requirements.</li> <li>• Ensure Food Safety Program is adhered to.</li> </ul>	<ul style="list-style-type: none"> <li>• Compliance with NSW Food Safety regulations/requirements.</li> <li>• Meals appropriate to client needs.</li> <li>• Cost-effective food purchases.</li> <li>• Expenditure within budget.</li> <li>• Food wastage minimised.</li> </ul>
<b>Facility management</b>	<ul style="list-style-type: none"> <li>• Manage the respite centre on a daily basis.</li> <li>• Respond to any matters that arise that require management action. Refer matters to the Coordinator or other managers as appropriate.</li> <li>• Be the point of contact at the facility for any external enquiries.</li> </ul>	<ul style="list-style-type: none"> <li>• Matters arising at the premises are responded to a timely and appropriate way.</li> <li>• Security and safety of clients and staff.</li> </ul>
<b>Client records</b>	<ul style="list-style-type: none"> <li>• Maintain client files, including case notes and relevant data and information.</li> <li>• Follow CCL processes to record clients' progress, risks and incidents.</li> <li>• Prepare routine client reports (eg monthly, annual).</li> <li>• Use Brevity software for case notes and reporting.</li> </ul>	<ul style="list-style-type: none"> <li>• Client files complete, accurate and up-to-date.</li> <li>• Timely preparation of reports.</li> <li>• Reports complete and accurate.</li> </ul>

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Area of responsibility	Responsibilities and duties	Performance indicators and expected results/outcomes.
<b>Leadership and Supervision</b>	<ul style="list-style-type: none"> <li>Supervise and support team members in the delivery of services.</li> <li>Allocate tasks/roles on a day-to-day/shift basis.</li> <li>Communicate and engage with Support Workers to ensure understanding of client needs.</li> <li>Provide on-the-job training and guidance to Support Workers.</li> <li>Identify any issues associated with poor performance and/or inappropriate conduct – take action where possible; escalate to management where necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Support Workers are clear about their tasks/responsibilities when on shift.</li> <li>Level of Support Worker understanding of client needs, services required, and other requirements.</li> <li>Regular communication and engagement with Support Workers.</li> <li>Performance and behaviour gaps identified action actioned/reported.</li> </ul>
	<ul style="list-style-type: none"> <li>Contribute to creating and maintaining an environment that empowers the client.</li> <li>Ensure the safety and rights of the client are considered and maintained at all times.</li> <li>Foster respectful and positive relationships between staff and clients and family members.</li> <li>Respond to any interpersonal/relationship issues as they arise – escalate to management where necessary.</li> </ul>	<ul style="list-style-type: none"> <li>Team Leader is seen as a role model for respectful and positive relationships.</li> <li>Timely and appropriate response to issues arising.</li> <li>Client and family satisfaction with services and CCL.</li> </ul>
	<ul style="list-style-type: none"> <li>Ensure Support Workers routinely receive information relevant to their roles and employment.</li> </ul>	<ul style="list-style-type: none"> <li>Regular staff meetings held.</li> <li>Staff receive relevant, up-to-date and clear information.</li> </ul>
<b>Quality Management</b>	<ul style="list-style-type: none"> <li>Contribute to CCL quality management and continuous improvement activities, including improvements in service delivery.</li> <li>Obtain feedback and input on processes from support workers.</li> </ul>	<ul style="list-style-type: none"> <li>Constructive input into continuous improvement activities.</li> <li>Input from Support Workers put forward.</li> </ul>

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	<ul style="list-style-type: none"> <li>Ensure Support Workers understand and adhere to relevant procedures and policies.</li> </ul>	<ul style="list-style-type: none"> <li>Support Workers understand and comply with policies and procedures.</li> </ul>
<b>Teamwork</b>	<ul style="list-style-type: none"> <li>Work co-operatively with Support Workers, fellow Coordinators, managers and administrators to ensure a cohesive approach to service delivery.</li> <li>Participate in staff meetings.</li> </ul>	<ul style="list-style-type: none"> <li>Active and positive participation in team meetings.</li> <li>Contribute to team-based decision making.</li> <li>Information shared openly and honestly.</li> <li>Courteous and respectful behaviours in all interactions.</li> <li>An inclusive work environment maintained.</li> <li>Disagreements resolved in a respectful manner.</li> <li>Provide direct supports on the floor if and as required.</li> </ul>
<b>Administration and Workplace</b>	<ul style="list-style-type: none"> <li>Participate in Learning and Professional Development activities.</li> <li>Participate in annual performance reviews.</li> <li>Abide by the Policies and procedures of CCL, including the staff code of conduct.</li> </ul>	<ul style="list-style-type: none"> <li>Regulatory/compliance requirements met.</li> <li>New learnings applied in the workplace.</li> <li>Active and positive involvement in learning new tasks and undertaking training.</li> </ul>
	<ul style="list-style-type: none"> <li>Complete and submit required documentation (eg reports, submissions, applications, timesheets).</li> <li>Check and verify Support Workers' timesheets with / for Coordinator.</li> </ul>	<ul style="list-style-type: none"> <li>Documentation processed and submitted within designated timeframes.</li> <li>Documentation accurate and complete.</li> </ul>

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	<ul style="list-style-type: none"> <li>Adhere to all regulatory requirements in relation to disability and ageing, WHS, employment, privacy.</li> <li>Adhere to requirements of funding bodies.</li> </ul>	<ul style="list-style-type: none"> <li>Activities consistent with relevant regulatory requirements and requirements of funding bodies.</li> <li>Nil instances of non-compliance.</li> </ul>
<b>Workplace health and safety (WHS)</b>	<ul style="list-style-type: none"> <li>Monitor practices and activities of Support Workers and respond to safety issues, concerns, and unsafe acts.</li> <li>Take action to address unsafe work practices and hazards.</li> <li>Ensure Support Workers understand and adhere to WHS rules, policies and procedures.</li> </ul>	<ul style="list-style-type: none"> <li>Active and positive involvement in WHS matters.</li> <li>Safe work practices followed by Support Workers.</li> <li>Nil non-compliance (within work team) with rules, policies and procedures.</li> <li>Timely action and reporting of health and safety issues.</li> </ul>
<b>Other duties</b>	<ul style="list-style-type: none"> <li>Carry out any other reasonable duties in line with the CCL's requirements, as requested.</li> </ul>	<ul style="list-style-type: none"> <li>Duties/tasks completed in a timely, efficient and effective manner.</li> </ul>

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## Qualifications, Skills, Attributes, and Experience

### Selection Criteria

#### Qualifications

- Qualifications in community services, disability, aged care or another relevant human services discipline OR willingness to undertake required training to at least Cert III level

#### Experience

- Experience working with vulnerable people
- Experience working with people living with disability or frail aged people
- Experience supervising/leading people (desirable)
- Considerable experience in working within community service programs

#### Skills and Attributes

- Solid written and oral communication skills
- Computing skills in Microsoft Office package and experience using a Client Management System
- Effective interpersonal skills
- Ability to establish and maintain relationships with stakeholders from diverse backgrounds
- Demonstrated commitment to:
  - Promoting the rights of all people to be treated with dignity and respect
  - Promoting social and community inclusion
  - Working within a person-centred framework
- Self-management skills to prioritise and manage time effectively, recognise and maintain professional boundaries, and reflect and learn from experience.
- Ability to work effectively in a team environment, setting and achieving shared objectives.

#### Knowledge

- Understanding of the NDIS and / or community Aged Care services
- Understanding of Food Safety Regulations

#### Additional Requirements

- Current NDIS Worker Screening Check with no exclusion
- Current First Aid Certificate
- Current Driver's Licence

## CERTIFICATION

I, \_\_\_\_\_ acknowledge the receipt of this Position Description. I hereby certify that I will undertake to work within the guidelines and policies of Cooma Challenge Limited.

Signed \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

Staff member

Signed \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

On behalf of Cooma Challenge Limited

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