



## POSITION DESCRIPTION

<b>Position Title</b>	Clinical Team Leader – Aged Care Assessment
<b>Position Code</b>	7229
<b>Directorate</b>	Community & Infrastructure
<b>Work Group</b>	Aged & Community Care
<b>Position Classification</b>	Band 7
<b>Effective Date</b>	February 2026

### Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

### Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

### 1. Position Objectives

The Assessment team delivers both Home Support and Comprehensive Assessments for elderly people in the Rural City of Wangaratta. The Clinical Team Leader is responsible for managing and coordinating the day-to-day work of the team, triaging of new referrals and reviews and providing clinical and strategic operations for the Aged Care Assessment team.



## 2. Working Relationships

Reports to	Aged & Community Care Coordinator
Supervises	Assessment Officers Assessment Support Worker

## 3. Key Responsibilities

**3.1** Maintain and develop comprehensive knowledge and strong understanding of the My Aged Care referral portal, funded and non-funded service providers, service options and support agencies to ensure the effective provision of services to eligible people.

**3.2** Using a wellness and reablement approach, support staff development in completing Comprehensive, Home Support Assessments, Support Plans, Support Plan Reviews and Linking Support Activities for eligible people.

**3.3** Actively participate in relevant networks, stakeholder engagement and attend consultation and information meetings, forums etc. as allocated.

**3.4** Provide information, advice and insights on service gaps, emerging needs, and sector issues to the coordinator, government departments, associated providers, statewide networks, and the community.

**3.5** In consultation with the Aged & Community Care Coordinator, Aged Care Quality Officer and People & Culture Unit develop, design and implement a coordinated staff training program that aligns individual development needs to Council and service objectives.

**3.6** Support the Coordinator to develop and monitor yearly budgets for the Assessment team, ensuring alignment with funding agreements and service delivery requirements.

**3.7** Demonstrate strong leadership by fostering a supportive team environment, supervising staff effectively, and contributing to the development and implementation of the Assessment team, systems and processes.

**3.8** Lead and manage all aspects of staff within the Assessment team, including recruitment and onboarding, performance management, professional development, planning, and leave coordination.



**3.9** Actively contribute to complex issues, development and implementation of business plans and strategies, policies, procedures and continuous improvement.

**3.10** Liaise with Aspire and manage incoming referrals, prioritizing urgent cases and allocating work efficiently.

**3.11** Undertake assessment activities as scheduled to ensure assessment activity timeframes including response times are compliant with operational requirements.

**3.12** Provide clinical oversight, monitoring and development to the Assessment team.

#### **4. Core Physical Requirements**

**4.1** Capacity to, on occasion, lift items unspecified in weight within individual limits

**4.2** Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.

**4.3** Capacity to drive a motor vehicle.

**4.4** Capacity to work in an outdoor environment for varying periods of time.

#### **5. Accountability and Extent of Authority**

**5.1** Accountable for providing advice to staff and other service professionals to achieve specific client outcomes.

**5.2** Accountable for overseeing the implementation of the Quality Framework within the service provision area.

**5.3** Authorised and accountable for the appropriate allocation of budgets to staff within the area of responsibility.

**5.4** Accountable for the preparation, evaluation and review of the work plan for the team and the allocation of resources, ongoing financial monitoring and reporting.

**5.5** Accountable for the overall efficiency and effectiveness of the team including effective supervision, performance management, Occupational Health & Safety, recruitment and staff development.

**5.6** Accountable for the development, allocation and implementation of Assessment team related portfolios and projects.



**5.7** Accountable for triage and allocation of comprehensive and home care assessments.

## **6. Judgement and Decision Making.**

**6.1** Approve and delegate assessments to Assessment Officers within the team.

**6.2** Maintains compliance and prevents workflow stalls when clinical oversight is required.

**6.3** Required to make decisions based on knowledge and experience that ensure problems and issues are promptly remedied or reported to appropriate persons where appropriate.

**6.4** Use sound staff coordination and problem-solving skills to develop a solution-based focus in dealing with issues.

**6.5** Exercise initiative and creativity in solving complex problems relating to service provision and apply solutions through decision making and leadership.

**6.6** Respond to all general inquiries in a professional manner and redirect more specific inquiries as appropriate.

**6.7** Identify gaps in existing service structures and make recommendations to the Aged Care Coordinator with implement changes.

**6.8** Advocate appropriately on behalf of the Assessment team to ensure service responsiveness to the needs of the client group.

**6.9** Where qualified required to provide Clinical oversight and recommendations.

## **7. Knowledge and Skills**

### **7.1 Specialist Skills and Knowledge**

**7.1.1** Maintain and develop comprehensive knowledge and strong understanding of the My Aged Care referral portal, funded and non-funded service providers, service options and support agencies to ensure the effective provision of services to eligible people.



**7.1.2** Trained in or willing to be trained in aged care assessment (IAT training) and triage.

**7.1.3** Demonstrate knowledge and experience of intake and assessment, care management, care coordination and human service delivery theory and practice.

**7.1.4** Sound knowledge and understanding of the Legislative framework, Aged Care Act 2024, and Aged Care Quality Standards relevant to Aged Care Assessment.

**7.1.5** Knowledge of the generic and specialist service systems including housing, aged services, disability services, acute health, community health etc.

**7.1.6** Understanding of issues and concerns of older people, people with disabilities, their carers and families.

**7.1.7** Understanding of wellness and reablement approaches, cultural safety and trauma-informed care.

**7.1.8** Sound knowledge and understanding of the directions of Local, State and Federal governments and relevant authorities and agencies, and their impact on the development and delivery of community service systems.

**7.1.9** Well developed computer skills, particularly in Microsoft Office and Lotus Notes and general office-based equipment.

## **7.2 Management Skills**

**7.2.1** Develop, manage and monitor budget allocations.

**7.2.2** Identify continuous improvement opportunities and ways to innovate and encourage others to do the same.

**7.2.3** Work unsupervised and manage, plan and organise one's own work and that of the staff under direct supervision to achieve identified objectives.

**7.2.4** Ability to provide staff with professional and task supervision and advice in the delivery of service.



### **7.3 Interpersonal Skills**

**7.3.1** Experience in working effectively and managing relationships with a diverse range of team members, Council staff, service providers and partners.

**7.3.2** Developed negotiation skills to discuss and resolve issues relating to staff, clients, carers and associated providers.

**7.3.3** Developed communication skills both verbal and written and the ability to actively listen and provide empathetic response to clients, carers, associated providers, volunteers, staff and the general public.

**7.3.4** Ability to be adaptable, open to new ideas, recognise the merits of different opinions and act accordingly.

**7.3.5** Ability to liaise within aged and disability sectors, other local government areas, government bodies, peak bodies and other organisations to resolve, analyse and identify issues impacting on service delivery.

### **8. Qualifications and Experience**

**8.1** Tertiary qualification in Allied Health, or Registered Nurse, and current registration with AHPRA as a Registered Nurse, Physio therapist, or Occupational Therapist or a tertiary qualification in Social Work and eligibility for membership with the AASW.

**8.2** Experience in planning, coordinating and delivering services to older people and persons with a disability.

**8.3** Demonstrated experience in the supervision of staff.

**8.4** Demonstrated experience in the management of budgets.

**8.5** Previous experience in the development of continuous improvement systems.

### **9. Key Selection Criteria**

**9.1** Tertiary qualification in Allied Health, or Registered Nurse, and current registration with AHPRA as a Registered Nurse, Physio therapist, or Occupational Therapist or a tertiary qualification in Social Work and eligibility for membership with the AASW.



**9.2** Demonstrate a comprehensive understanding of Aged Care services and the health and community support networks available to older people, people with disabilities, and their carers.

**9.3** Show proven experience in Aged Care or similar assessment service.

**9.4** Exhibit strong leadership capabilities with a demonstrated ability to empower staff and foster a cohesive, high-performing team.

**9.5** Demonstrate the ability to manage community-related services effectively within a customer-focused and competitive environment.

**9.6** Display sound communication, negotiation, and issue resolution skills, with the ability to work collaboratively within complex service environments.

**9.7** Hold a current driver's licence, maintain a satisfactory police record check, and have no listing on the Aged Care Banning Orders Register.

**Authorised by: Director – Community & Infrastructure**

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**Date:**

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**Employee's Signature:**

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**Date:**

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