

POSITION DESCRIPTION

Position Title	Team Leader – Support at Home
Position Code	1027
Directorate	Community & Infrastructure
Work Group	Aged & Community Care
Position Classification	Band 7
Effective Date	August 2025

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

- 1.1** To lead, manage and coordinate both day to day and strategic operations of the Aged & Disability Services Packaged Care Team.

2. Working Relationships

Reports to	Aged & Community Care Coordinator
Supervises	Case Managers Administration Officer – Packaged Care Aged & Community Care Services Officer Case Manager Support Worker

3. Key Responsibilities

3.1 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.

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

3.3 Support the Coordinator to develop and monitor yearly budgets for the Support at Home Program, ensuring alignment with funding agreements and service delivery requirements.

3.4 Demonstrate strong leadership by fostering a supportive team environment, supervising staff effectively, and contributing to the development and implementation of the Support at Home Program, systems and processes.

3.5 Lead and manage all aspects of staff within the Support at Home program, including recruitment and onboarding, performance management, professional development, planning, and leave coordination.

3.6 Provide leadership and oversight of staff practice, including the monitoring of individual consumer budgets, to ensure services are responsive to the needs of older people and people with disabilities. Promote a client-directed approach that empowers individuals to make informed choices about their care and supports personalised service delivery.

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

3.8 Support the planning and implementation of a model of care that is person centred, ensuring service delivery practice and outcomes comply with relevant aged care legislation, obligations, standards and guidelines.

3.9 Coordinate the maintenance of client data, budgets, service statistics, and other records. Use data insights to monitor service trends and ensure timely completion of internal and external reporting requirements.

3.10 Ensure timely identification, documentation, and reporting of incidents in accordance with the Serious Incident Response Scheme (SIRS), including mandatory reporting obligations under the Aged Care Act.

3.11 In consultation with the Coordinator and People & Culture Unit develop a consolidated and well-coordinated staff training program, that links identified individual staff training needs to council and service objectives

3.12 Provide a positive personal contribution in the exchange of information between members, across departmental units and across the organisation.

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 recommending the purchase of goods and services up to the delegated level of authority within budgetary constraints

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

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

5.7 Accountable for the development, allocation and implementation of packaged care related portfolios and projects.

6. Judgement and Decision Making.

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

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

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

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

6.5 Identify gaps in existing service structures and make recommendations to the Team Leader

6.6 Advocate appropriately on behalf of the Packaged Care Team to ensure service responsiveness to the needs of the client group.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

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

7.1.2 Demonstrated understanding of the Aged Care Act 2024, including the Responsible Persons Duty, Provider Duty, and the Statement of Rights.

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

7.1.4 Familiarity or working knowledge of the Aged Care Quality Standards, Standards of Practice for Case Management, Disability Services and associated legislation.

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

7.1.6 Understanding of wellness and reablement approaches, cultural safety and trauma-informed care, Individualised care planning and service coordination

7.1.7 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.

7.1.8 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 human services with relevant experience in comprehensive needs-based assessment and relevant knowledge of community and health service systems.
- 8.2** Experience in planning, coordinating and delivering services to older people and persons with a disability.
- 8.3** A post graduate qualification in human services or management would be desirable.
- 8.4** Demonstrated experience in the supervision of staff
- 8.5** Demonstrated experience in the management of budgets.
- 8.6** Previous experience in the development of continuous improvement systems.

9. Key Selection Criteria

- 9.1** Possess relevant tertiary qualifications in aged care, community services, health, or a related field, with Registered Nurse qualifications considered desirable.
- 9.2** Demonstrate a comprehensive understanding of support at home services and the health and community support networks available to older people, people with disabilities, and their carers.
- 9.3** Show proven experience in planning, coordinating, and delivering services tailored to the needs of older people and individuals with disabilities.
- 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

Date:

Employee's Signature:

Date:
