
JOB AND PERSON SPECIFICATION

Title:	Team Leader
Location:	CHAP Regional Office
Conditions:	Social, Community, Home Care and Disability Services Industry Award Level 5 and CHAP Enterprise Bargaining Agreement
Reporting to:	Manager Operations

PRIMARY ROLE

- Provides day-to-day oversight, support and coaching to the Coordinators in the regional office.
- Oversees the allocation of program resources in line with approved budgets.
- Assists the Operations Manager in the evaluation of systems and processes in line with the CHAP Strategic, Operational and Program plans and the Community Care Common Standards
- Works within CHAP's policies, procedures and legal requirements to promote a safe work environment.
- Will provide service coordination for a designated group of clients.

REPORTING/WORKING RELATIONSHIPS

- Accountable to the Manager Operations
- Works at the direction of the Manager Operations
- Works in partnership with the Coordinators in the office to develop and maintain teamwork
- Develops and maintains effective collaborative working relationships with all stakeholders

SPECIAL CONDITIONS

- A current South Australian driver's license is essential and the incumbent must be willing to drive regularly within the CHAP service delivery area.
- The incumbent will be based in a Regional Office indicated but may, subject to agreement, be required to fulfill a similar role in another office from time to time.
- The incumbent will be required to engage in an annual Performance Development Review for the achievement of service and personal outcomes.
- Applicants will be required to produce a satisfactory National Police Certificate prior to confirmation of appointment and every 3 years thereafter from date of issue.

PRINCIPAL ACCOUNTABILITIES

Service Coordination

- Ensure eligible clients have access to and equity of services matched to assessed needs.
- Encourage Coordinators in the delivery of creative, innovative, strengths-based and responsive services that enhance and promote client independence and community participation.

Record-Keeping

Ensure Coordinators maintain accurate and timely client, contractor and program-related documentation, adhering to CHAP and other relevant record-keeping requirements.

Supervision

Works with the Manager Operations to supervise the Coordinators on a day-to-day basis, and to provide mentoring and support.

Networking

Ensure the team develops and maintains collaborative professional relationships with other service providers, while actively promoting CHAP programs and services within the local community.

Professional Standards and Development

Seek opportunities for both Coordinators and self to develop and maintain professional skills and knowledge and encourage participation in these.

Resource Management

Assess the day-to-day requirements and oversee the use of financial and other resources, maintaining liaison with the Manager Operations.

Contracting

Working within the brokerage model, ensure that Coordinators develop and maintain effective professional relationships with the Independent Contractors. Ensure Coordinators recruit, register, and broker services with Independent Contractors who have appropriate skills, knowledge and qualification.

Quality

Encourage Coordinators to promote and ensure a continuous quality improvement culture within CHAP by proactively engaging in maintaining CHAP's quality system and to liaise with the Manager Quality, Risk and Safety.

Employee Health & Safety

Ensure that the day-to-day activities of the office are conducted in such a way as to promote and maintain the health and safety of all employees and other persons visiting. Liaise with the Manager Quality, Risk and Safety to ensure that appropriate resources and support is provided.

PERSON PROFILE

Skills

- Demonstrated leadership skills
- High level client assessment skills
- High level case management skills
- Ability to work in a self-directed manner
- Creative problem-solving skills
- Demonstrated advocacy skills
- Public speaking and presentation skills
- Demonstrated ability to model appropriate professional behavior
- Demonstrated mediation, conflict resolution and negotiation skills

- Demonstrated ability to manage resources
- Interpersonal skills that engender confidence and effective working relationships
- High level written and oral communication skills
- Computer literacy in the Windows environment

Knowledge and understanding

- Empathy with older people, younger people with disabilities and their carers
- Knowledge and understanding of the ageing process
- Understanding of and commitment to CHAP's values
- Sound knowledge and understanding of contemporary issues affecting older people living in the community
- Sound knowledge and understanding of service models that support older people who wish to remain living in the community
- Sound knowledge and understanding of the principle of client-focused care
- Knowledge of the Community Care Common Standards and continuous quality improvement principles and practice
- An understanding of OHS&W management systems, standards, legislation and responsibilities.
- Sound knowledge of the Community Care Common Standards and their application in practice.
- Sound understanding of the principles of community capacity-building
- Sound knowledge of community resources available to CHAP's client group
- Sound knowledge of the principles and practice of Occupational Health, Safety and Welfare/

Experience

Demonstrated experience in:

- Innovative service provision in the aged care sector
- Maximising outcomes for clients within resources available
- Modeling policy, procedure and values in daily interactions
- Leadership in a regional office setting.

Qualifications

The minimum qualification is a Certificate 4 in Aged Care/Community Services or in an equivalent discipline.

Chief Executive Officer: _____

Date: _____

Employee: _____

Date: _____