

Position Description

Team Leader, Direct Care and Rostering

Employment type: Permanent full-time or part-time (0.8-1.0 FTE)

Reports to: General Manager, Community Care

Position location: RERC Head Office (Fitzroy)/Working from home, with some travel required

Direct reports: RERC Care Workers, Rostering Coordinators

About the organisation

The Russian Ethnic Representative Council of Victoria (RERC/Russian Aged Care), a charity founded in 1984, is the leading community-services organisation representing the interests of Russian-speaking people living in Victoria. RERC provides a range of services funded by state and federal governments to support elderly people, people with disabilities and disadvantaged people with CALD background. Our current programs include the Home Care Packages Program (HCP), Commonwealth Home Support Program (CHSP), Aged Care Volunteer Visitors Scheme (ACVVS), brokerage services in aged care, CALD programs and various community awareness programs. RERC also acts as an umbrella for a range of community organisations to provide a platform for various cultural initiatives and community events.

Role Purpose

The Team Leader, Direct Care and Rostering, provides leadership, direction and support to a team of Rostering Coordinators and Care Workers, who in return deliver direct care to internal and external clients (in case of Care Workers) and manage the rosters of Care Workers (in case of Rostering Coordinators). The role also oversees Brokerage (external agencies brokering our Care Workers). The role ensures services are provided efficiently, accurately, in a client-centric and safe manner and are compliant with Aged Care Quality Standards, organisational policies and procedures, relevant program guidelines and current best practice.

Key Accountabilities:

Team Leadership

- Effectively manage the team of Rostering Coordinators and Care Workers to ensure all program, quality and compliance requirements are met.
- Provide effective leadership and foster a culture of accountability, client focus, trust, respect, collaboration and innovation.
- With support from the Manager, People and Capability and General Manager, Community Care, oversee all areas of the employee life cycle, including recruitment, onboarding, induction, professional development, performance and development reviews, regular one-on-one supervision, regular feedback, performance management, succession planning and offboarding.

- Identify training, development and coaching opportunities for staff, organise regular and ad-hoc training and professional development to ensure Care Workers are well equipped to deliver direct care to clients and Rostering Coordinators operate efficiently and effectively.
- Drive relevant change management activities and support staff to understand and follow new and amended processes, practices, policies and procedures.
- Act as a positive role model, demonstrating day-to-day practice and behaviours consistent with the RERC Code of Conduct.
- Promote effective teamwork and collaboration through convening regular team meetings, sharing knowledge and keeping people informed, speaking constructively about issues that affect a client, team or service, and seeking opportunities to work together with other teams on common issues.

Operational Management

- As a member of RERC's management team, work closely with the General Manager, Community Care, and actively contribute to the advancement of the organisation's profile and service quality.
- Oversee the rostering function so rosters are prepared, maintained and updated in an efficient and timely manner, balancing rostering rules and client/Care Worker preferences and abilities to ensure safe and high-quality care is delivered to all RERC clients.
- Ensure the Care Workers team and Rostering Team operate in line with applicable standards and regulations, notably the Aged Care Quality Standards, SIRS, and others.
- Ensure the Rostering Team effectively communicates with relevant stakeholders (service requestors, Care Workers) about service requests, service changes, and potential issues pertaining to services.
- Ensure the Rostering Team maintains accurate and up-to-date records and documentation in the RERC client management system and rostering software.
- Ensure the rostering team processes, checks and validates Care Worker timesheets and contractor invoices regularly throughout the pay period and observes relevant deadlines.
- Check and approve timesheet batches, expense and travel claims for payroll purposes.
- Oversee the brokerage function to ensure we provide a high-quality, responsive service to our brokerage partners. This includes working closely with the Quality & Risk Business Partner to maintain compliance and contractual requirements, supporting the Rostering Coordinators to action and respond to service requests and correctly onboard new clients, as well as resolving issues with brokerage partners as required.
- Oversee contracted gardening services, including developing and communicating processes and procedures related to contracted gardening internally and with gardeners, monitoring gardener performance and addressing potential issues.
- Ensure Care Workers observe client risks, deliver services according to care plan specifications, report their attendance and client incidents and deteriorating conditions in an accurate and timely manner, and maintain progress notes for services delivered.

- Report incidents and complaints, undertake preliminary investigations of incidents, complaints, grievances and concerns involving Care Workers and Rostering Coordinators, ensuring these are addressed in accordance with relevant policy and reported/escalated as required.
- Manage and maintain on call roster for the Rostering Team.
- Actively participate in the organisation's risk management process. Identify, address, mitigate, control, evaluate and escalate operational and client risks, including clinical risk factors.
- Create/update processes, procedures and guidelines as required to ensure consistency and clarity for business functions falling under the purview of this role.
- Participate in quality and accreditation self-assessment activities and support implementation of agreed improvements, participate in and contribute to preparation of external quality audits.
- Drive technological and process improvements in service delivery and team management and proactively support change initiatives.
- Conduct various quality-control activities, such as service observations and client feedback collection.
- Ensure timely, relevant and accurate service data collection, prepare statistics and service reports as required.
- Keep abreast of industry standards and knowledge.
- Working with the management team to achieve consistency in practices across the organisation.
- Perform other related duties as assigned or required.

Skills, Attributes and Knowledge

- Experience in Aged Care or Disability industry is mandatory.
- Certificate III or tertiary qualification in relevant field (Social Work, Disability, Aged Care, Community Services, Nursing, Allied Health, Human Services etc.) highly desirable
- Demonstrated leadership and management experience, including experience to support organisational change and manage field staff.
- Strong customer service focus and commitment to providing excellence in customer service.
- Good financial and business acumen and ability to think logically and analytically.
- Well-developed interpersonal skills with an ability to develop and maintain positive working relationships within a team as well as broad range of stakeholders
- High degree of initiative, ability to work autonomously and with strong solution-focus
- Strong drive for continuous improvement and innovation.
- Intermediate computer skills across the range of Microsoft Office suite including Word, Excel, Outlook, and Power Point.
- Organisation and time management skills to organise team's and own work, establish priorities and meet deadlines.
- Current drivers' licence and access to a registered, roadworthy vehicle (desirable).
- Fluent Russian (highly desirable).

Russian Ethnic Representative Council of Victoria

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