

Position Description

Team Leader, Support at Home

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: Care Advisors, Service 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, Support at Home, provides leadership, direction and support to a team of Care Advisors and Service Coordinators. The role oversees the operations of RERC's HCP and CHSP programs and, together with the General Manager Community Care, guides the respective teams through legislative reforms and adjusts operations as required. The role ensures services are provided efficiently, 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 Care Advisors and Service Coordinators 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.

Russian Ethnic Representative Council of Victoria

Address: 118 Greeves Street, Fitzroy, VIC 3065

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Website: rerc.org.au

ABN: 91 549 424 794

- Identify training, development and coaching opportunities for staff, organise regular and ad-hoc training and professional development to ensure Care Advisors and Support 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.
- With support from the General Manager, Community Care, ensure the HCP and CHSP Programs operate in line with applicable standards and regulations, notably the HCP Program Manual, CHSP Program Manual, SIRS, Aged Care Quality Standards, Aged Care Act and others.
- With support from the General Manager, Community Care, adjust the operations of the HCP and CHSP Program, respectively, to stay abreast of regulatory and compliance changes, for example the introduction of the Support at Home Program and future amalgamation of Support at Home Program and CHSP.
- Oversee the HCP Program to ensure the delivery of effective case management, client-centred needs assessments and care planning, regular reviews, appropriate service provision and referrals, management of risk and incidents, client advocacy and liaison with external bodies.
- As a practice leader, provide case management to a small number of HCP clients.
- Ensure effective functional interface is maintained between Care Advisors and clinical services (including the RERC Registered Nurse) and support the team with respect to all aspects related to clinical care, including Risk & Vulnerability assessments, identifying and addressing clinical risk appropriately, and organising and monitoring clinical supports.
- Ensure appropriate risk profiles are assigned by staff to all HCP and CHSP clients and frequent check-ins are in place for all high risk/vulnerability clients.
- With guidance from the Business Partner, Quality and Risk, observe approved providers list and provisions of third-party service agreements, and manage relationships with external service providers.
- Monitor and review services delivered by third-party service providers, with a focus on quality, cost efficiency and sustainability.
- Ensure HCP intake and service targets are achieved by the team.
- Support Service Coordinators to provide efficient, effective and sustainable services to CHSP clients, meeting all assessment and review requirements and remaining within funding targets.
- Support Service Coordinators to take on the role of "service centre" and provide support to both CHSP clients and HCP clients (for standard, non-complex enquiries).
- Oversee accurate and timely documentation and data-entry, including progress notes and entry of financial information such as fees and reimbursements.

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- Oversee the preparation, monitoring and management of client budgets and, where required, a distribution of monthly statements to clients.
- Report incidents and complaints, undertake preliminary investigations of incidents, complaints, grievances and concerns, ensuring these are addressed in accordance with relevant policy and reported/ documented/ escalated as required.
- Act as escalation point for client issues and complaints.
- Manage and maintain on call roster for the 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, maintain advanced user knowledge level for relevant business processes in RERC care management system.
- 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.
- Tertiary qualifications in relevant field (Social Work, Disability, Aged Care, Community Services, Nursing, Allied Health, Human Services etc.) highly desirable.
- Experience with HCP (essential) and CHSP (highly desirable), including experience with client assessment, care and goal-planning, HCP budget management, service coordination and case management.
- Demonstrated leadership and management experience, including experience to support organisational change.
- 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, planning and time management skills to organise team's and own work, establish priorities and meet deadlines.
- Experience in working with CALD clients is desirable.
- Current drivers' licence and access to a registered, roadworthy vehicle (desirable)
- Fluent Russian will be an advantage.

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