



## Position Description Team Leader, Virtual Assessment Team

Stage:

Issued

Version:

2.000000

Group:

**Position  
Descriptions**

### Reports To:

Clinical Lead, Aspire 4 Life

### Employment Status:

Full Time, Fixed Term Contract

### Grade/Award:

Salaried

### Primary Objective:

The purpose of the Team Leader is to ensure the achievement of all daily key operational activities within the Aspire4Life Virtual Assessment Service Team including the Veteran Home Care Assessment Team, Clinical Assessors and Virtual (office based) Multi Program Assessors.

The Team Leader takes the lead for a team of office-based assessors who are responsible for the assessment and coordination of services to eligible older Australians and veterans and war widows/widowers who wish to continue living at home. The Team Leader is required to coordinate the delivery of services in accordance with Department of Health and Department of Veterans Affairs (DVA) VHC Guidelines.

This position is primarily an office-based role leading a team providing services virtually, however may be required to occasionally travel for in-home assessments and supervision as needed.

### Key Responsibilities:

#### Section A - Key Role Specific Responsibilities

##### Staff Supervision and Support:

- Empower staff to provide the best possible service during every customer engagement opportunity
- Actively promote a customer-centric working environment of collaboration, cooperation, positive energy, respectful interaction, fun and teamwork
- Identify skill gaps, personal development and training needs of team members and develop appropriate improvement plans as indicated
- Undertake immediate coaching to address negativity and instances of poor attitude as they arise through constructive feedback and clear articulation of behavioural expectations with reference to the Code of Conduct and relevant policies regarding workplace etiquette
- Coordinate and conduct team meetings that promote professional practice, are relevant, content-rich and embed team building strategies to ensure engagement and enthusiasm
- Educate assessment team's on local service providers and support services

##### Customer Focus:

- Deliver the most exemplary service to internal and external customers
- Ensure all team members use exceptional telephone etiquette to answer all incoming calls, within the agreed response timeframes

- Ensure all engagement, regardless of communication channel, is managed in an empathetic, friendly and patient manner building rapport, trust and confidence in ensuring a positive and professional customer experience every time
- Liaise effectively with all internal and external customers using a variety of superior interpersonal skills to deliver genuinely respectful engagement including active listening, information gathering, problem analysis and solving, persuasiveness and negotiation
- Utilise keen analytical skills and a calm problem-solving approach to resolve issues as quickly as practicable within the expected and mandated time-frames
- Act as the first point of escalation for any issues arising that team members are unable to resolve quickly and manage through to a successful win-win outcome

#### **Business and Operational Focus:**

- Adjust daily priorities and plan workload flexibility to accommodate peaks in work flows to ensure all the operational activities and functions of Virtual Assessment Team are achieved within the mandated timeframes
- Build and maintain key internal and external stakeholder relationships and represent the VHC assessment agency at relevant industry events and networks
- Ensure all team work activities are completed within the nominated timeframes to meet operational KPIs and provide assistance as required to ensure same
- Ensure there are effective use of resources to guarantee business continuity and backfill as required to meet operational requirements
- Achieve both organisational and operational quality indicators and results-oriented performance measures, ensuring audit and monitoring activities are completed to fulfil legislative requirements and internal needs
- Identify system gaps and opportunities for efficiency gains, improvement, and innovation ensuring a risk management approach is utilised to action problems and potential issues immediately as identified
- Actively participate in the implementation of new business programs, products, services in line with the requirements of each program to ensure success and ongoing viability
- Maintain excellent currency of knowledge and skills relevant to the operational requirements
- Participate in appropriate continued education and professional development, particularly in relation to the provision of the role
- Meet any competency or proficiency standards as specified by the Australian Government, Department of Veterans Affairs for the provision of VHC Assessment services on behalf of the Department of Veterans Affairs
- Meet any competency or proficiency standards as specified by the Australian Government, Department of Health for the provision of RAS Assessment services on behalf of the Department of Health
- Any other duties as requested by Management within scope of practice

#### **Quality and Continuous Improvement:**

- Participate and contribute to the planning processes, policy and procedure formulation as pertains to area of responsibility
- Participate in ensuring exemplary quality processes are nurtured and maintained, and ideas and innovations are encouraged and explored
- Complete reports and contribute to ensuring a cycle of continuous improvement is embedded in the way services are provided

#### **Documentation:**

- Ensure all documentation is actioned and maintained contemporaneously in accordance with quality standards framework and organisational policies and procedures
- Ensure all staff records and files are completed and actioned in a timely manner ensuring privacy and confidentiality is maintained within legislative requirements and organisation policies and procedure

## Section B - Our Common Purpose

### Leadership

- Lead by example, as a positive role model
- Live the organisational values, invigorating our workplace as a positive, energetic, welcoming and supportive culture
- Conduct and participate in professional support and supervision meetings/performance reviews and performance management
- Demonstrate duty of care for staff and utilise appropriate resources to support staff members' mental and physical wellbeing
- Participate in internal and external professional development opportunities as well as relevant policy and procedure training and updates
- Plan own and others short/medium and long term work to maximise available time and resources
- Recruit, develop and retain talented staff
- Provide education, training, feedback and mentoring to empower others
- Set strategy for team and link team activities to wider vision
- Inspire and motivate your team to do their best life work
- Empower others to contribute and participate, helping them become an important part of the team
- Demonstrate a genuine desire to align team goals ensuring everyone understands their role and contribution to the team
- Maintain a safe and healthy workplace and demonstrate leadership through active participation in WHS through:
  - Ensuring staff have the required resources, skill, ability and competence to safely carry out the duties of their roles
  - Consultatively identify and implement strategies to improve WHS
  - Managing hazards ensuring control measures are implemented in accordance with the hierarchy of control (outlined in the Risk Management Manual)
  - Investigating incident reports, reviewing data, undertaking incident investigations and implementing improvement action
  - Actively coordinate and manage the injury management process to facilitate the rehabilitation and return to work for any staff member in the event they suffer a work related injury

### Leading Our Values

At Aspire 4 Life, every person plays an important role in helping us to **empower people to live their best life**. Our **BOLD Values** are unique to us and underpin our much bolder aspirations for our clients, residents, patients, participants and customers. Our values are not just words on a wall or a piece of paper, they shape how we behave and they can be felt by the people who work with us, people who visit us or people who receive services from us.

As a leader at Aspire 4 Life you are a custodian of these values and will consistently model behaviours aligned to the values that inspire others:

- **GAME CHANGERS** - *Innovators not imitators* - We are the powerhouse of reinvention. We reframe perceptions and challenge conventions
- **TRIBAL SHAPERS** - *Together we thrive* - We bring our "A" game every day. We work to build a great culture and communities where everyone matters
- **DREAM MAKERS** - *Powered by possibility* - We create a place where our customers' wildest vision of what's possible comes to life
- **VIBRANT CREATORS** - *Positive and playful* - We don't fit in we stand out. Our energy is electric, our people are passionate and our purpose is real.
- **KINDNESS WARRIORS** - *Committed to care* - We give our time, energy, integrity and knowledge, but above all we give our hearts.

## Leading with Technology

Aspire 4 Life utilises technology to not only support our clients live their best lives, but it's also the way we communicate; the way we report and document; the way we learn; the way we participate and most importantly how we engage with each other. To join us you must be:

- Willing to embrace technology solutions that will not only help our clients but also allow you to learn, participate and engage with your work colleagues and the organisation
- Confident using technology such as smart phones, tablets, laptops, video conferencing, GPS and search engines to access information and support our clients
- Eager to look for new and exciting ways to support our clients with technology that will solve issues and achieve their goals

## Work Health and Safety (WHS)

All Aspire 4 Life staff have a duty of care and a legal obligation to ensure that they:

- Undertake work in a manner that is not harmful to their health and safety or the health and safety of others
- Comply with the Aspire 4 Life WHS Management System requirements particularly manual handling, infection control, emergency, food safety and personal protective equipment requirements
- Attend and actively participate in WHS and other mandatory training
- Monitor workplace conditions and report:
  - Ideas which may improve health and safety
  - Any work related or personal injury or illness (where it may affect their ability to work safely)
  - Any work related incident they witness, including bullying and harassment
  - Hazards and incidents including any malfunction or inadequacies of equipment
- Correct minor hazards as applicable

All staff are encouraged to be proactive and participate in activities and programs designed to improve health and safety.

## Personal Attributes and Qualities:

To be highly effective in this role you will need to identify with the following personal qualities:

- Leads by personal example
- Provides clear direction and monitors progress
- Empowers team and builds capacity
- Rapidly builds and maintains strong collaborative, partnering relationships
- Manages conflict positively and constructively
- Confidently communicates to engage and motivate others
- Safety and risk conscious
- Thinks big picture and strategically whilst keeping an eye on the day to day detail
- Ensures available resources are utilised to achieve maximum performance
- Regularly checks quality standards are being upheld
- Helps others to adapt to change, motivating and coaching them through the process
- Accountable for decisions and actions
- Monitors the Aged Care, Disability, Veterans and other relevant markets, context and competition

## National Police Checks (relevant to working with Vulnerable People including children):

This position requires a mandatory National Police Check for working with vulnerable people to be conducted if chosen to be the successful candidate. The National Police Check will be renewed every 3 years.

This position may also require a clearance for working with children. The working with children clearance will be conducted and renewed in accordance with the relevant state and territory law where required.

**Essential Criteria for Position:**

**Essential Skills, Experience and Knowledge:**

- Minimum 3 years' experience leading a team
- Minimum 2 years' experience in the aged or community care sector
- Demonstrated skills in service coordination, budget management and people management
- Demonstrated experience and high level competence in comprehensive assessment, care planning and service coordination using a person centred approach
- High level of computer literacy, including proficiency with MS Office programs particularly, Outlook, Word and Excel and the ability to problem solve and address inevitable system interruptions to ensure business continuity

**Qualifications, Certificates and Registrations:**

- Degree qualifications in nursing or allied health (e.g. social worker, physiotherapist or occupational therapist) or an equivalent degree in the aged and community care industry

**Desirable Criteria for Position:**

- Experience working with veterans
- Experience and/or qualifications in aged, disability, retirement or community care, or health sectors
- Experience and/or qualifications in Front Line Management

**Incumbent Statement:**

I have read, understand and accept the above Position Description for Team Leader, Veterans Home Care

Signed: ..... Date: ... / ... / .....