

PARAPLEGIC & QUADRIPLEGIC ASSOCIATION OF SA INC POSITION DESCRIPTION

1. Position Identification

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| 1.1 | Position Title | Team Leader – Riverland |
| 1.2 | Division | HomeCare+ |
| 1.3 | Type of Appointment | Contract |

2. Accountability Statement

The HomeCare+ Regional Team Leader is responsible for the supervision and direction of the daily administrative functions and workflow of the HomeCare+ – Riverland region. The Regional Team Leader will be accountable for the needs of HomeCare+ clients ensuring effective, timely and professional management, in accordance with the clients' individual care agreement, and when necessary having a hands on role supporting clients to achieve and maintain the highest possible quality of life.

3. Key Accountabilities

The Regional Team Leader is responsible for the effective management of the HomeCare+ team in the Riverland through the:

3.1 Departmental Duties

- ◆ Accurate and timely reports to the Operations and Business Development Manager HomeCare+ on matters relating to the effective organisation and operation of the region.
- ◆ Participation in local Community Events promoting public awareness of HomeCare+ services.
- ◆ Organising of special promotions, displays and events.
- ◆ Supervision of Administrative staff as required to ensure general administrative duties and retail commitments are undertaken in a professional and timely manner.
- ◆ Provision of accurate and timely administrative and financial reconciliation of accounts and stock.

3.2 Liaison with Funding Bodies

- ◆ Establishment of professional associations with case manager and funding body to ensure both current and new client care agreements are maintained in accordance with client needs.

3.3 Client Care

- ◆ The provision of the agreed level of client care service in a professional and timely manner.
- ◆ Development and maintenance of individual client Support Plans.
- ◆ Providing advice and training to clients to enable them to successfully manage their care needs.

3.4 Managing the Home and Community Based Client Support Services

- ◆ Facilitation and development of effective Support Worker teams.
- ◆ Assigning appropriate Support Workers to the individual client rosters.
- ◆ Continual appraisal of Support Workers in the performance of their duties.
- ◆ Facilitating open and timely communication between clients, their advocates or significant others, funding bodies and Support Workers.

3.5 Recruitment Administration Services

- ◆ Participating in candidate selection by participating in the recruitment process and undertaking referee checks and recording responses on appropriate form/s.
- ◆ The timely and accurate processing of employment documentation in accordance with the directives of the Manager, Human Resources.

3.6 Training Coordination & Administration

- ◆ Participation in the new Support Worker Pre-employment sessions.
- ◆ Provision of admin support services, in relation to training for; candidates/applicants, new employees and existing staff.

3.7 Return to Work Claims Administration

- ◆ Participation in the Return to Work process for all staff working closely with the HR, Rehabilitation and Return to Work Coordinator.

3.8 Payroll

- ◆ Accurate recording and verification off timesheet to assist the Payroll Department.

3.9 Retail Sales – Mobility & Continence Products

- ◆ Analysis of sales figures to help forecast sales trends and manage stock levels and volumes.
- ◆ Provision of quality customer service. Response to customer complaints and comments in a timely and professional manner.

4. WHS & E Responsibilities

- ◆ Comply with appropriate and reasonable direction or instruction aimed at protecting the occupational health, safety and welfare matters.
- ◆ Co-operate and consult with management and colleagues in the promotion of occupational health, safety and welfare matters.
- ◆ Use safe working methods to maintain safe working conditions and avoid adverse effects on the health and safety of other employees.

5. Equal Employment Opportunity

- ◆ Demonstrate and promote equal employment opportunity principles in the work place.

6. Performance Standards

The performance of this position will be assessed on the following, using a Performance Enhancement Program with, as appropriate, relevant performance indicators, eg:

- ◆ The accuracy and efficiency with which duties are carried out.
- ◆ Customer satisfaction with services provided (both internal and external customers).
- ◆ The quality, manner and timeliness of assistance provided to the area where the incumbent is working.
- ◆ Adherence to organisational policies and procedures.
- ◆ The observance of occupational health and safety requirements.
- ◆ Correct use of and adherence to agreed file protocols for all electronic documentation.
- ◆ Maintenance of high degree of accuracy in record keeping, especially with regard to the spelling of participant names, rescheduling of training, cancellations and any specific information in regard to an individual participant's requirements.

7. Organisational Relationships

- ◆ Report directly to the Operations and Business Development Manager HomeCare+.
- ◆ Liaise with the HR Manager where appropriate.

8. Qualifications and Experience

The following qualifications and experience are essential or desirable:

Essential:

- ◆ Certificate IV in Disability or Social Work qualifications
- ◆ Excellent keyboard skills (40+ words per minute) with a high degree of accuracy.
- ◆ Competent IT skills including knowledge of Microsoft Access, Excel, Word and Publisher.

- ◆ Excellent data entry skills
- ◆ Experience in administrative and clerical roles, including reception.
- ◆ Sound knowledge of SA Work, Health, Safety and Environment legislation
- ◆ Practical experience in the delivery of human services
- ◆ Ability to work flexible hours

Desirable

- ◆ Certificate in Training and Assessment
- ◆ Working knowledge of the Disability services sector (or similar).

The Regional Team Leader should possess:

- ◆ Demonstrated ability to effectively motivate and supervise staff in a team environment, facilitating a spirit of team cooperation, commitment and multi-skilling of team members.
- ◆ Demonstrated advocacy and negotiation skills
- ◆ Demonstrated ability to work independently and manage new initiatives
- ◆ Excellent verbal and written communication skills.

9. Special Conditions

- ◆ Hours will be worked to meet operational requirements.
- ◆ Ability to participate in an After Hours Roster.
- ◆ Ability to travel intra and inter state.
- ◆ Current Drivers License
- ◆ Current DCSI Child Related Employment Screening – renewed every three (3) years.
- ◆ Be an Australian citizen or have the appropriate Visa
- ◆ Current Provide First Aid Certificate

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| Prepared by: Manager, Human Resources | Date issued: | No. of Pages 3 |
| Chief Executive Officer: Peter Stewart | Signature: | |
| Manager: Sue Houston | Signature: | |
| Occupant: | Signature: | |