



## Position Description

New Position   
Change to Existing Position

<b>Position Title:</b> Team Leader	<b>Date:</b> 14 April 2008
<b>Reports To:</b> Coordinator	<b>Jobs Reporting to this Position:</b> : 3-12 support workers

### PHCS Vision and Values

PHCS's vision is for people to live at home with dignity. In working towards this vision PHCS staff are committed to the following values:

1. Valuing the uniqueness and worth of each person
2. Promoting the client's independence and contribution
3. Promoting connections between client, family and the community
4. Taking responsibility and showing pride in the services delivered
5. Working cooperatively in partnership

### Primary Purpose of Role:

The Team Leader leads a team of support workers that support PHCS clients to live at home and participate in the community. In providing that care and support the team leader works to:

1. Respect clients' dignity, privacy and confidentiality.
2. Support clients to maintain valued roles and links with family and community.
3. Promote clients health and wellbeing.
4. Encourage and assist clients to do all that they can for themselves.
5. Identify and act on factors that may contribute to clients' physical deterioration and social isolation.
6. Support primary carers to continue to care for their family member.

<p><b><u>Knowledge / Qualifications / Experience / Skills Required:</u></b></p> <ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Promotes positive relationships and team work</li> <li>• Demonstrates initiative and problem solving skills</li> <li>• Well developed skills in providing support and care to clients</li> <li>• Demonstrates strong and positive values towards people and committed to supporting people to live at home with dignity</li> <li>• Ability to provide effective on the job training and mentoring to Support Workers.</li> <li>• Demonstrates good time management and organisation skills and is reliable and punctual</li> <li>• Ability to manage a team of support workers (if doing Line management)</li> <li>• Current National Police Clearance</li> <li>• Working with Children Clearance</li> <li>• Current drivers licence</li> <li>• Basic First Aid Certificate</li> </ul> <p><i>Desirable</i></p> <ul style="list-style-type: none"> <li>• Availability to provide short notice backup to the Support Worker team</li> <li>• Nationally Accredited Support Workers Course to Certificate II or above, recognised prior learning and/or experience</li> </ul>	<p><b><u>Key Relationships:</u></b></p> <ul style="list-style-type: none"> <li>• Clients/Care recipients, their carers and families</li> <li>• Support Workers</li> <li>• Client Service Officers</li> <li>• Coordinators and Assistant coordinators</li> <li>• Nurse Consultants</li> <li>• Other Support workers</li> </ul> <p><b><u>Working Environment:</u></b></p> <p>The position holder works in the homes of PHCS clients and in the community.</p>
--	---

<b>Key Performance Indicators</b>	<b>Key Tasks / Accountabilities</b>	<b>Performance Measures</b>
<p><b>Service Delivery</b></p>	<ul style="list-style-type: none"> <li>• Provide services in accordance with PHCS vision, values, policies, procedures, and standards and as outlined in the client service plan.</li> <li>• Assists with the development and implementation of service plans and support strategies that meets client(s) needs and preferences.</li> <li>• Monitors and supports other support staff to provide quality services to clients.</li> <li>• Assists the coordinator to regularly review services.</li> <li>• Identifies and reports to the Coordinator any factors that may have a detrimental impact on the client's well-being.</li> </ul>	<ul style="list-style-type: none"> <li>• Competent in skills required for the required for the support and care of the client</li> <li>• Client and carer satisfaction with services received and Coordinator assessment of competence.</li> <li>• Knowledge of and compliance with organisational policies and procedures (such as privacy, role boundaries, client financial affairs).</li> <li>• Appropriate contact with Coordinator(s)</li> </ul>

Key Performance Indicators	Key Tasks / Accountabilities	Performance Measures
<b>Leadership</b>	<ul style="list-style-type: none"> <li>• Leads a team of support workers providing care and support to client(s)</li> <li>• Organises the roster of support workers in consultation with the client and the coordinator</li> <li>• Develops and manages back up arrangements required to cover staff illness and ensure the client has essential services when required.</li> <li>• Works with the support team to cover planned leave.</li> <li>• Assists the coordinator to recruit support workers</li> <li>• Promotes positive team relationships</li> <li>• In conjunction with the Coordinator manages performance issues within team</li> </ul>	<ul style="list-style-type: none"> <li>• Coverage of services</li> <li>• Rosters and time sheets</li> <li>• Feedback from Support Workers, client and family carers.</li> <li>• Management of performance issues</li> <li>• Participation in recruitment of client specific support workers</li> <li>• Leadership within team.</li> </ul>
<b>Training &amp; Development</b>	<ul style="list-style-type: none"> <li>• Provide on the job training and mentor support workers in their role</li> <li>• Contributes to annual performance review process for self and team</li> <li>• Attends training as required by PHCS</li> <li>• Attends and contributes at meetings</li> <li>• Assists to identify personal development needs</li> </ul>	<ul style="list-style-type: none"> <li>• Feedback from Support Workers</li> <li>• Quality and effectiveness of training and mentoring provided to Support Workers</li> <li>• Performance review input</li> <li>• Training and meeting attendance and participation</li> </ul>
<b>Working Safely</b>	<ul style="list-style-type: none"> <li>• Undertakes duties following Occupational Safety &amp; Health principles and practices</li> <li>• Pro-actively identifies and reports hazards in the workplace using the appropriate OSH forms</li> <li>• Uses initiative to resolve hazards where possible</li> <li>• Attends annual StaySAFE and other compulsory OSH training as required</li> </ul>	<ul style="list-style-type: none"> <li>• Practices safe work techniques and uses equipment appropriately</li> <li>• Coordinator assessment of compliance with OSH guidelines</li> <li>• Feedback from client</li> <li>• Attendance at compulsory training</li> </ul>

Key Performance Indicators	Key Tasks / Accountabilities	Performance Measures
<b>Communication</b>	<ul style="list-style-type: none"> <li>• Communicates effectively with client and family members</li> <li>• Communicates effectively with all PHCS staff, including support workers, coordinators and other relevant people</li> <li>• Inform and liaise with office and other staff on all relevant matters</li> <li>• Promotes PHCS positively with clients and community members</li> </ul>	<ul style="list-style-type: none"> <li>• Client and family feedback</li> <li>• Frequency and nature of communication with the office staff</li> <li>• Team Leaders appraisal indicates that he/she: <ul style="list-style-type: none"> <li>- Values the uniqueness and worth of each person</li> <li>- Takes responsibility and shows pride in the services delivered</li> <li>- Works cooperatively in partnership with others</li> </ul> </li> </ul>
<b>Administration</b>	<ul style="list-style-type: none"> <li>• Maintains an accurate record of services provided to clients and provides timesheets to the coordinator</li> <li>• Informs office staff of the need for sick leave and annual leave in a timely manner and complete the appropriate forms</li> <li>• Maintains an accurate record of services provided to clients and provide neat and tidy timesheets to the coordinator at the day and time directed</li> <li>• Ensures sick leave and annual leave forms are provided to office in line with policies and procedures</li> </ul>	<ul style="list-style-type: none"> <li>• Timesheets accurately reflect services</li> <li>• Timesheets and leave application forms arrive in timely manner</li> </ul>
<b>Continuous Improvement</b>	<ul style="list-style-type: none"> <li>• Identifies issues that need to be addressed in providing services to the client</li> <li>• Encourage clients to feedback concerns and complaints about the quality of services to the Coordinator</li> <li>• Provide feedback to the Coordinator on the quality of services provided</li> <li>• Provide feedback about systems and procedures to PHCS</li> </ul>	<ul style="list-style-type: none"> <li>• Maintains PHCS's commitment to providing high quality services with clients</li> <li>• Provides feedback to Coordinator about services to clients</li> <li>• Makes appropriate suggestions</li> </ul>

**Position Holder:** .....

**Signature:** .....

**Date:** .....