

# POSITION DESCRIPTION



Position Title:	Administration Team Leader
Award:	Hobart District Nursing Service Inc. Non-Nursing Agreement 2020
Reporting to:	Chief Financial Officer
Date Approved:	February 2021
Approved By:	Chief Executive Officer
Version:	Administration Team Leader_PD.AHR.001_2021-02-11_FINAL

## ORGANISATIONAL PURPOSE

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The District Nurses has been delivering in home community health care to Tasmanians for over 120 years maintaining a primary healthcare focus in all our services.

We are a not for profit, charitable organisation that is not affiliated with any residential age care service or religious organisation.

Our Purpose “Committed to Care” reflects our overarching intent which is to provide the right care to the right client at the right time in a manner which is consultative and inclusive of all our clients, their families and carers.

Our services utilise a wellness approach which builds on the strengths and capacities, abilities and goals of clients and places emphasis on the supports necessary to regain or retain these abilities.

Our services aim to maximise client independence and autonomy and also maintain or improve health and wellbeing.

The District Nurses deliver services through the Commonwealth Home Support Program (CHSP) and Home Care Packages Program (HCP), the Home and Community Care Program (HACC), The Department of Veterans Affairs (DVA) Nursing and Home Care, and a number of private brokerage contracts.

## OUR VISIONS AND VALUES

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Our vision is to be Tasmania’s most trusted community healthcare provider

We adhere to the following values in our day-to-day operations:

- Commitment
- Equality

- Trust
- Versatility
- Excellence
- Transparency

## **POSITION OBJECTIVES**

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To manage and lead the Administration, Reception & Scheduling teams to provide excellence in consumer centered care, utilizing a care and service model that facilitates the efficient and effective use of human, financial and other resources.

To support the Executive team in areas of compliance including contractor management, policy review and other key compliance requirements.

## **COMMON RESPONSIBILITIES**

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- Provide day to day management, coordination and leadership to the Administration, Reception and Scheduling team on a statewide basis
- Oversee the coordination and initiation of rostering and scheduling via the Client Management System ensuring an efficient and effective service delivery to all consumers.
- Participate in quality management and compliance processes.
- Actively participate in forums/meetings and compile reports to facilitate input into ongoing management of the administrative functions, its associated business improvement / growth activities and inter-department referral process.
- Identify and provide relevant information to consumers and their families
- Work in collaboration with the, CSW Operations Team Leader, Care Coordination team, Nursing and Case Managers to ensure efficient and effective service delivery.
- Manage incidents issues or enquiries, ensuring responses are made in a timely manner
- To monitor staff performance through performance appraisal systems
- To coordinate the administration and scheduling team to ensure compliance with legislation, rostering, Enterprise Agreement requirements, policies and procedures, management plans and standards of practice
- To facilitate team meetings on a regular basis for the purpose of training, education, networking and the development of best practice service initiatives.
- Apply a continuous improvement approach to The District Nurses service delivery and program development/management.
- To conduct regular audits as required to ensure that all services adhere to TDN policies and procedures and are operating within applicable standards and KPIs.
- To regularly meet with key stakeholders to facilitate open communication and data sharing in relation to Procura
- Some intra-state travel may be required.

## KEY RESPONSIBILITIES

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### **Scheduling:**

To support the Scheduling Team to meet the team-based scheduling efficiency KPI's as outlined below:

- Solid understanding of the programs TDN offer i.e. CHSP & CHSP Nursing, HCP, STRC, private services
- Total gap as a % of shift duration not to be scheduled in a manner which creates inefficiencies
- Zero occurrences of negative 'gap' values (as this indicates an invalid schedule)
- All schedules to be valid and published to the employees by COB the night prior
- All clients are contacted by phone regarding cancellation of visits / change of time of more than 20 minutes and / or change of worker prior to the originally scheduled visit time
- Total travel as a % of shift duration not to be scheduled in a manner which creates inefficiencies
- All schedules to be industrially compliant (eg. meal breaks)
- Ensure all discharges are completed including removal from the MAC if appropriate
- Ensure all data entry is complete and accurate

### **Consumer centred care**

- Collaborates with health professionals to ensure that scheduling and service delivery provided to all consumers adheres to a wellness consumer centered model of care.
- Monitoring consumer care and service through incident management, complaints and compliments and quality measures.
- Provide feedback to relevant internal stakeholders on a regular basis, reporting changed consumer needs in a timely fashion.

### **Administration & Office Management**

- Ensures the efficient and effective work practices across the administrative team
- Creates a team culture that is inclusive, and a service ethos that is consumer centered.
- Assists with Policy & Procedure development and supports Executive and Managers in ensuring Policy Framework is maintained and reviewed as per TDN requirements.

### **Contractor Management**

- Works collaboratively with the CFO & Executive Team to manage and coordinate the Contractor Management data set including overseeing insurance and compliance with TDN policy and procedures.

## KEY BEHAVIOUR REQUIREMENTS

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All TDN employees must abide by the TDN *Code of Conduct*. In addition to this, employees will undertake their duties in a manner that supports the Organisation's mission and values through demonstrating:

- **Integrity:** Honesty, open and transparent, admit mistakes, maintain confidentiality, fairness, builds trust
- **Compassion:** Empathy, sensitivity, concern for others, interacts with dignity, tolerance, anticipates needs
- **Accountability:** understands roles, uses resources wisely, delivers on time, timely decision making, achieves goals, takes responsibility for performance
- **Respect:** Builds relationships, courteous, listens and understands, gives and receives, provides feedback, sensitivity and understanding, values difference and individual worth
- **Excellence:** supports creativity and innovation, proactive and solution focused, seeks out opportunities, embraces quality improvement, professionalism.

## ORGANISATIONAL RELATIONSHIPS

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**Reports to:** Chief Financial Officer (CFO)

**Direct Reports:** Scheduling team, administration and reception staff

**Relationships with:** Executive Assistant to CEO

## ESSENTIAL REQUIREMENTS

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Evidence of the following must be provided prior to appoint to the position:

- National Police Conviction Check
- Work with Vulnerable People registration (Employment/Volunteer registration)
- Pre-employment Medical
- Current Australian driver's license

\*In addition, evidence of annual flu vaccination

## SELECTION CRITERIA

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- Previous experience in broad service orientated, administration management or supervision of multidisciplinary teams
- Demonstrated ability to develop, maintain and appropriately conduct professional relationships with consumers and key service providers
- Demonstrated knowledge and sound consumer focused care & service coordination experience
- Demonstrated excellent interpersonal and communication skills
- Demonstrated high level computer skills in a variety of systems with demonstrated accuracy and attention to detail
- Demonstrated ability to meet deadlines and prioritise workload in a high demand environment.
- Ability to work autonomously with demonstrated innovation and 'can do' approach to work and lead team performances

- Desirable - Knowledge of local healthcare services and resources related to the aged, community and other services such as palliative care and disability.

## **WORKING ENVIRONMENT**

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TDN is committed to providing the highest levels of healthcare and services, and values equity and diversity with a zero-tolerance policy on discrimination. We also value initiative, flexibility, creativity, teamwork, our code of conduct, workplace health and safety, performance management and development and the capacity to make a difference.

TDN is a smoke free environment with smoking also prohibited in our vehicles.

## PHYSICAL REQUIREMENTS OF THE POSITION

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Applicants must successfully complete an Occupational Health Assessment prior to commencing employment at The District Nurses. Employees have an obligation to report any deviation from the assessed results during the course of their employment. Inability to functionally perform the duties as stated in this position description may result in termination of employment.

The functional requirements of this position include:

Condition/Activity	constant	frequent	occasional	N/A
Manual handling – weights above 10kg			X	
Manual handling – weights below 10kg			X	
Manual handling frequency			X	
Repetitive manual work			X	
Working with arms above head				X
Lifting above shoulder height				X
Using hand tools – (powered)				X
Wearing hearing protection				X
Wearing eye protection			X	
Wearing gloves (personal protective)			X	
Working in wet/slippery conditions				X
Working with chemicals/solvent/detergents				X
Washing hands with soap			X	
Working in confined places				X
Performing clerical/administrative duties		X		
Working on a keyboard		X		
Driving fleet vehicles (manual and automatic)			X	
Driving on suburban and rural roads, highways (sealed and unsealed roads)				X
Driving at night			X	
Wearing polyester clothing				X
Exposure to animals				X
Exposure to environments whereby people have been smoking				X

## DECLARATION

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In signing this declaration I acknowledge that I, \_\_\_\_\_  
 Have been advised of the requirements and conditions of this appointment based on this Position Description.

Signed: \_\_\_\_\_  
 (Employee)

Date: \_\_\_\_\_

Signed: \_\_\_\_\_  
 (Manager)

Date: \_\_\_\_\_